



PALYJA

PALYJA IN FIGURES

DECEMBER 2013

~404,000
CONNECTIONS

61%
SERVICES COVERAGE

158.55 MILLION M³
VOLUME OF WATER SOLD

39.84%
NON REVENUE WATER
(6 MONTHS MOBILE AVERAGE)

~5,300KM
TOTAL NETWORK

PT PAM LYONNAISE JAYA (PALYJA)

HAS BEEN PRESENT IN JAKARTA TO IMPROVE CLEAN WATER PROVISION AND SERVICES TO THE PEOPLE IN THE WESTERN PART OF JAKARTA SINCE FEBRUARY 1ST, 1998 FOR A 25 YEARS COOPERATION AGREEMENT WITH PAM JAYA.

PALYJA IS A SUBSIDIARY OF SUEZ ENVIRONNEMENT OF GDF SUEZ GROUP, FRANCE; AND ALSO PART OF PT ASTRATEL NUSANTARA, BUSINESS LINE OF ASTRA GROUP, INDONESIA.

PALYJA'S VISION IS TO BE THE PREFERRED WATER SERVICE PROVIDER IN INDONESIA BY SATISFYING ITS CUSTOMERS AND ADDING VALUES TO ITS STAKEHOLDERS.

CUSTOMERS COME FIRST

NEARLY 290,000 NEW CONNECTIONS HAVE BEEN LAID, WHICH ALLOWED TO MORE THAN DOUBLED THE NUMBER OF CUSTOMERS WITH ACCESS TO THE WATER DISTRIBUTION NETWORK.

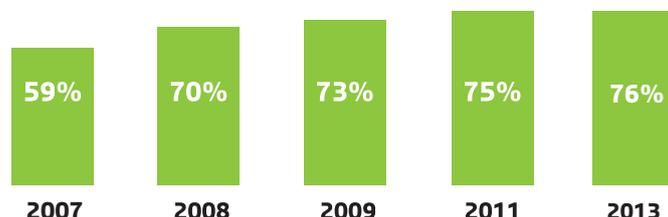
RETENTION INDEX BENCHMARK

Global Public Authorities Norm
(Based on 120,000 interviews)



Source : The Global TRI*M Benchmarking Database, data taken over 3 years from 2007 to 2010

CUSTOMER SATISFACTION SURVEY CONDUCTED BY TNS SOFFRES



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