

# WE ARE HERE TO SERVE YOU BETTER



PALYJA

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



# PROFILE

## 25 YEARS OF CONCESSION CONTRACT

1998 - 2023

## SHAREHOLDERS



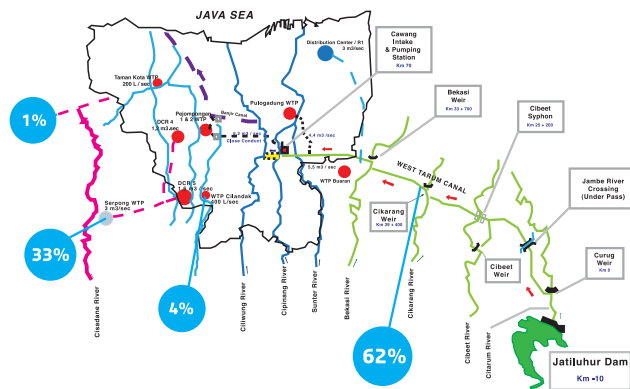
51% Suez Environnement  
49% PT Astratel Nusantara

## PARTNERSHIP



PAM JAYA WATER COMPANY  
UNDER THE AUTHORITY OF  
DKI JAKARTA GOVERNMENT

## RAW WATER SUPPLY



## CAPACITY OF WATER PRODUCTION

### Water Treatment Plants

Pejompongan I	: 2,000 litre / second
Pejompongan II	: 3,600 litre / second
Cilandak	: 400 litre / second

### Distribution Center & Reservoir

DCR 4 Kebon Jeruk	: 2,000 litre / second
DCR 5 Lebak Bulus	: 1,000 litre / second

## CERTIFICATION & ACREDITATION



ISO 17025:2005

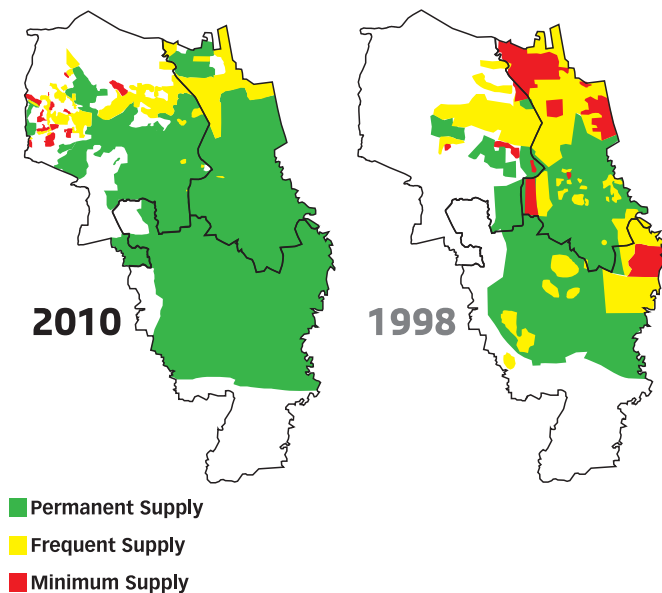


OHSAS 18001:2007



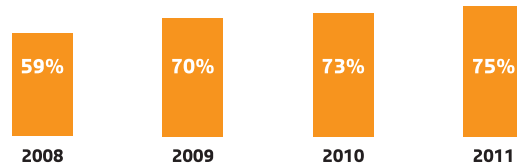
ISO 9001:2008

## PALYJA NETWORK DEVELOPMENT



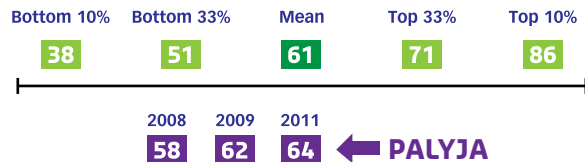
## CUSTOMER SATISFACTION SURVEY

BY TNS SOFFRES



## 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

**420.000**  
CONNECTIONS

**1,278** KM  
NETWORK EXTENSION

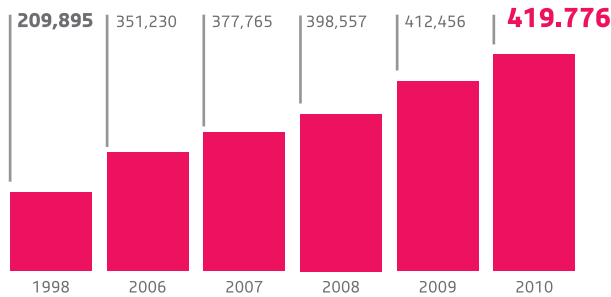
**935** KM  
NETWORK REHABILITATION

**5.300** KM  
NETWORK

# FACTS AND FIGURE

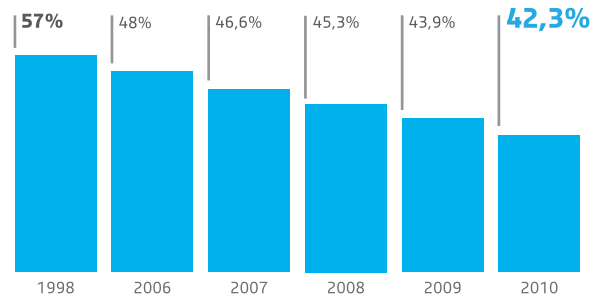
AS OF DECEMBER 2010

## NUMBER OF CONNECTIONS

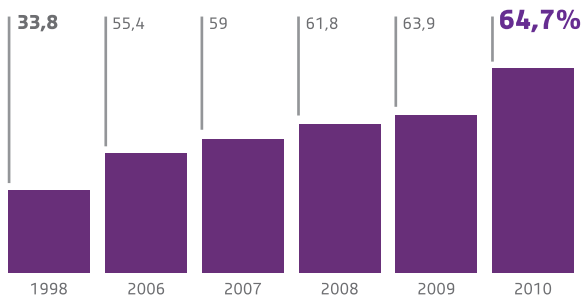


## NON REVENUE WATER

6 MONTHLY MOBILE AVERAGE

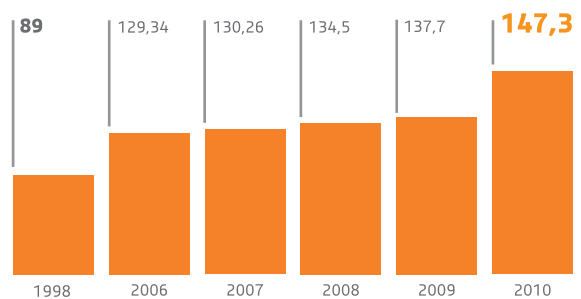


## SERVICE COVERAGE RATIO



## SALES VOLUME

MILLION M3



## CORPORATE SOCIAL RESPONSIBILITY PALYJA FRIENDLY COMPANY

PALYJA considers Corporate Social Responsibility (CSR) is inline with its business strategy. All CSR activities are coordinated under the umbrella of PALYJA Friendly Company (PFC).

The four major axis in which PALYJA invested in CSR are its core business activities, the philanthropy, the environment and emergency issues. PALYJA therefore focus its CSR activities on water for all, health & education, environment and humanitarian.

### CSR VISION

TO BE A SOCIALLY RESPONSIBLE  
WATER SERVICE PROVIDER IN INDONESIA  
BY CONTRIBUTING TO THE ENVIRONMENT  
PRESERVATION AND COMMUNITY DEVELOPMENT  
THROUGH GOOD CORPORATE GOVERNANCE.



### ENVIRONMENT

PALYJA GREEN COMMUNITY, DREDGING, CAR EMISSION TEST, SAVE GROUND WATER CAMPAIGN, ONE EMPLOYEE = ONE TREE



### HEALTH & EDUCATION

MASS MEDICATION, BLOOD DONATION, SCHOLARSHIP, STUDENT VISIT TO PALYJA FACILITIES WRITING CONTEST FOR SCHOOL STUDENT, WATER EDUCATION EXHIBITION



### WATER FOR ALL

GLOBAL PARTNERSHIP ON OUTPUT BASED AID (GPOBA), MASTER METER & WATER KIOSK



### HUMANITARIAN RELIEF

SUPPORT FIRE VICTIMS, MISSION RELIEF TO : ACEH, YOGYAKARTA, TASIKMALAYA & PADANG

# 1,403

NUMBER OF EMPLOYEES

# RP.1,46 TRILLION

(≈160 MILLION US\$)  
INVESTMENT

# 110%

CUSTOMER GROWTH  
SINCE 1998

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