

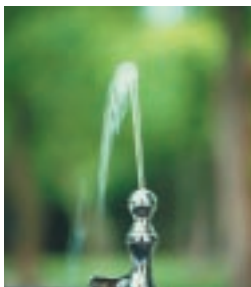
CONFSERVIZI is

Cispel CONFSERVIZI Toscana is the Association of public service enterprises in Tuscany operating in harmony with the policies of the Regional Government and the Municipalities of Tuscany for the development of industry, the economy and the environment.

Cispel CONFSERVIZI Toscana controls several companies specialized in the production of services for public utilities of technological excellence: training, disaster management, promotion of separate collection of waste and material reuse and recovery, research and development, workshops, conferences.

Our 190 associated enterprises act in the following fields:

- Water distribution system and water pipeline
- Gas distribution network and heating systems
- Sewage system and civil and industrial treatment plants
- Co-generation (thermal and electrical) and town lighting system
- Urban hygiene and waste recycling and treatment, garbage
- Environmental study concerning waste treatment, environmental restoration
- Public transport organization, car parks and markets
- Social services organization and distribution of medicines from chemist shops and assistance
- Public housing complex and cultural services

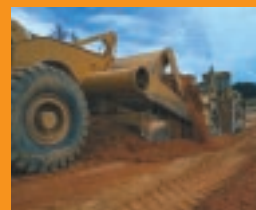


Companies associated to Cispel Confservizi Toscana Public Utilities, main data 2003

Employees (n)	13.120
Turnover (millions of €)	1.851
Investment (millions of €)	252
Water distributed (millions of m ³)	158
Gas distributed (millions of m ³)	1.321
Waste collected (thousands of tons)	1.455
Waste recycled (thousand of tons)	350
Km driven by transport service (millions of km)	89

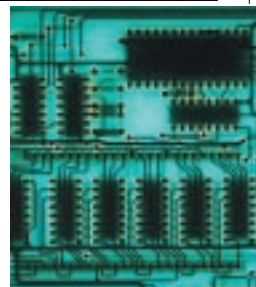
Cispel Confservizi Toscana Public Utilities, inhabitants served 2003

Sector	Inhabitants served	% of Tuscany
Water service	2,309,880	65.1%
Gas distribution	1,928,598	54.4%
Waste management	2,731,000	77.0%
Transport service	2,650,132	100.0%
Population of Tuscany 31/12/2002	3,547,604	



The principal issues faced by Cispel CONFSERVIZI Toscana:

- Advice and consultancy to seek finance, partnership and European projects
- Planning and management of industrial activities
- Human resource and training policies
- Maintaining quality of Service
- Aggregations of utilities
- Growing deregulation in the main sectors
- Privatization of publicly owned companies
- Quotation on the stock market
- Two typologies of Private /Public Partnership
- Reduction, in the water industry, of the overall number of suppliers by the creation of a sole supplier for each region
- Sole supplier for each area in the municipal solid waste sector
- Possible introduction of compulsory bidding procedures
- Multi-utility strategies
- Creation of value for shareholders
- Mergers and acquisitions
- Development of the traditional services
- Development of the "new" services (ICT)



Cispel CONFSERVIZI Toscana is the Tuscany Regional government's Partner for all the international projects involving public services. In recent years Cispel CONFSERVIZI Toscana has presented several international projects for cooperation and technical assistance in the E.U. and in non-E.U. countries.

- India – Asia Urbs ECOLOCAL Project (waste and pollution sectors)
- Nicaragua – Leon Department (waste management)
- Serbia – Municipality of Belgrade (water service)
- Moldavian Republic – Municipality of Chisinau (development of public utilities)
- Serbia – Albania – Croatia (institutional building, development of public utilities)
- Poland – Municipality of Lublinec (waste management)
- Bosnia – Municipality of Mostar (waste and water management)
- Argentina (water services)
- Hungary – Municipality of Békéscsaba (waste management)

Water services - skills

- expertise in industrial reorganization of the sector
- know how in the technologies for the aqueduct network, purification plants to treat both domestic sewage and industrial waste, water distribution pumps
- training activity for the management concerning the principal goals and the internal processes
- feasibility studies on E.U. projects, environmental Benchmarking, analysis of costs and of investments

Waste management - skills

- environmental assessment of the policies of the administrations involved (environmental planning and legislation on waste)
- Assessment of the environmental issues regarding unrecovered industrial and urban waste starting from a territorial reference framework (district, territory, river basin)
- training projects in waste management for the local administrations and the public company
- promotion and use of clean technologies and processes in some highly polluting manufacturing sectors
- awareness campaigns for other administrative authorities and companies for the transfer of their competence in training, in waste management and technical assistance to some productive sectors in using clean technologies
- feasibility study on the possibility of building a plant for waste composting, with an economic analysis (business plan) and a technical analysis





Association of public services enterprises in Tuscany



CISPTEL Confservizi TOSCANA
ASSOCIATION OF PUBLIC SERVICES ENTERPRISES IN TUSCANY



CISPTEL Confservizi TOSCANA
ASSOCIATION OF PUBLIC SERVICES ENTERPRISES IN TUSCANY

Address: Via Luigi Alamanni, 41
50123 Firenze (Italy)
Phone 0039 055 211342
Fax 0039 055 282182
E-mail: cispelto@cispeltoscana.net
Web site: www.cispeltoscana.net