



# Statistics 2023

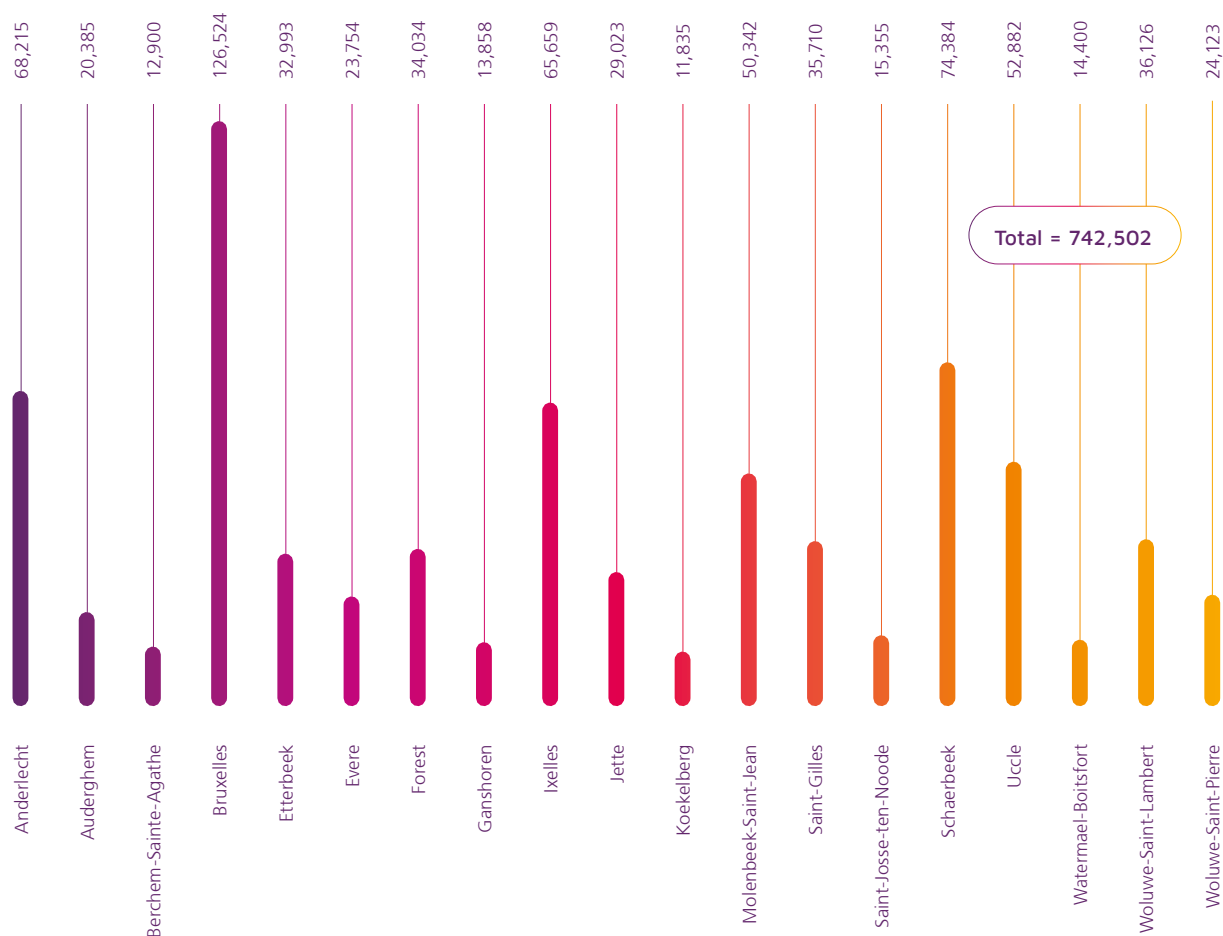


# Electricity

## Supply points

	2023	2022	2021
<b>Number of supply points</b>	742,502	735,889	732,244
Inactive supply points	58,008	57,330	59,568
Active supply points	684,494	678,559	672,676

Number of supply points per municipality



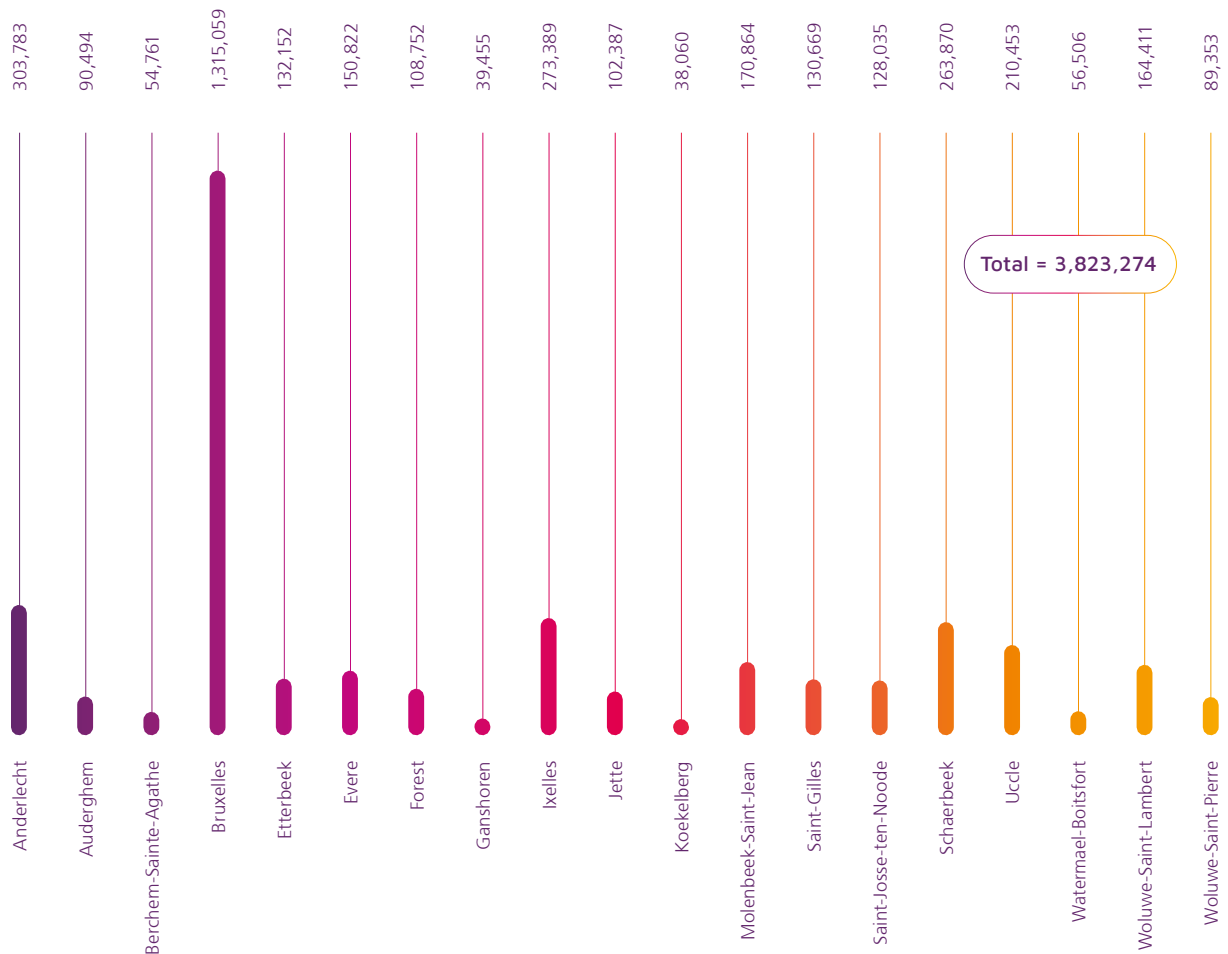
## Transmission

	2023	2022	2021
Electricity transmitted* (MWh)	3,823,274	3,958,535	4,125,938
Electricity injected** (MWh)	3,985,357	4,133,915	4,212,811
Loss rate (%)	3.03%	3.03%	3.03%

\* The amount of electricity transmitted on the distribution networks and billed to suppliers.

\*\* The amount of electricity measured at the grid entry point and the energy produced and injected into the grid.

### Electricity transmitted per municipality (MWh)



## Billing

	2023	2022	2021
Grid Fee* (euros)	218,907,741.35	218,780,582.05	213,558,843.39

\* A fee charged to suppliers for the use of the electricity distribution networks.

## Network infrastructure

	2023	2022	2021
Number of meters	729,508	729,147	724,044
<i>electromechanical meters</i>	657,073	673,422	680,544
<i>electronic meters</i>	13,858	14,010	14,109
<i>smart meters</i>	58,577	41,715	29,391
Number of low voltage connections (with and without meter)	214,943	215,980	215,768
Number of low voltage cabinets and underground junction boxes	5,871	5,849	5,810
Number of "network" high voltage substations	3,035	3,043	3,049
Number of "customer" high-voltage substations	2,704	2,719	2,735
Number of distribution substations and dispersion substations (high voltage)	79	80	81
Number of supply points (interface with Elia)	46	46	46

## Network length

	2023	2022	2021
<b>Network length (km)</b>	6,466.1	6,458.6	6,420.6
High voltage (100% underground)	2,148.5	2,163.0	2,172.5
Low voltage	4,317.7	4,295.6	4,248.1
<i>Underground</i>	4,300.0	4,278.0	4,230.4
<i>Overhead</i>	17.7	17.7	17.7

## Network reliability

	2023	2022	2021
<b>Annual peak (maximum power demand)</b>	708.9 Monday 4 <sup>th</sup> December	730.1 Wednesday 26 <sup>th</sup> January	746.3 Wednesday 10 <sup>th</sup> February
<b>High-voltage network</b>			
Fault frequency per 100 km of cable	5.5	4.9	5.2
Number of incidents* with customer disconnection	140	135	151
Average duration of downtime**	0:07:55	0:10:42	0:11:29
<i>Due to incidents on the distribution network (Sibelga)</i>	0:06:46	0:07:54	0:08:00
<i>Due to incidents on the transmission network (Elia)</i>	0:01:09	0:02:48	0:03:29
<i>As a result of incidents related to SGA assets (excluding third party networks and caused by third parties) ****</i>	0:05:46	0:05:46	0:06:08
Average recovery time***	0:30:18	0:42:51	0:40:32
<b>Low voltage network</b>			
Number of supply interruptions (excluding meter incidents)	1,791	1,942	2,177
Average duration of downtime**	0:10:40	0:12:22	0:12:34
<i>As a result of incidents related to SGA assets (excluding third party networks and caused by third parties) ****</i>	0:08:39	0:09:23	0:10:29
Average recovery time***	2:20:46	2:29:15	2:20:23

\* Interruption of more than 3 minutes affecting all or part of the network.

\*\* Average annual interruption per network user.

\*\*\* Average interruption per substation affected by an incident.

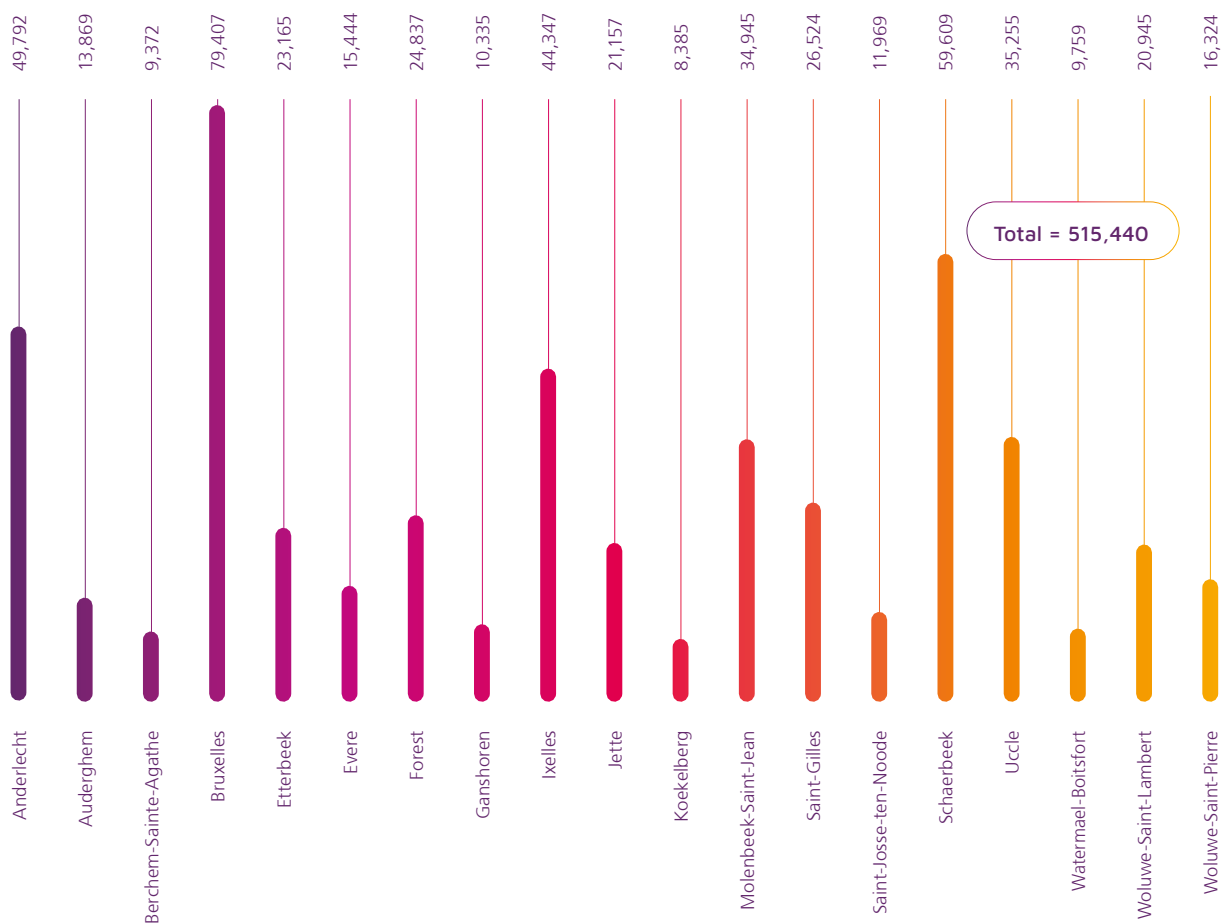
\*\*\*\* See KPI Incentive Regulation

# Gas

## Supply points

	2023	2022	2021
<b>Number of supply points</b>	515,440	515,715	514,723
Inactive supply points	81,063	80,385	80,136
Active supply points	434,377	435,330	434,587

Number of supply points per municipality



## Transmission

	2023	2022	2021
Gas transmitted* (MWh)	7,813,800	9,265,161	10,281,384
Gas injected** (MWh)	8,206,447	8,475,783	10,550,553

\* Quantity of gas transmitted on the distribution networks and invoiced to suppliers

\*\* Quantity of gas measured at the network entry point

### Gas transmitted per municipality (MWh)



## Billing

	<b>2023</b>	<b>2022</b>	<b>2021</b>
Grid Fee* (euros)	90,024,040.81	105,902,233.99	111,621,638.85

\* A fee charged to suppliers for the use of gas distribution networks

## Network infrastructure

	<b>2023</b>	<b>2022</b>	<b>2021</b>
Number of meters	507,795	508,453	507,789
Number of connections	192,301	191,933	191,957
<i>Medium pressure</i>	2,845	2,867	2,863
"Network" connections	477	478	473
"Customer" connections	2,368	2,389	2,390
<i>Low pressure</i>	189,456	189,066	189,094
Number of "network" substations	477	478	473
Number of "customer" pressure reduction lines	1,891	1,906	1,911
Number of receiving stations (interface with Fluxys)	7	7	7
Number of bleeders	9	9	9



### Network length

	<b>2023</b>	<b>2022</b>	<b>2021</b>
<b>Pipeline length (km)</b>	2,936.4	2,934.8	2,932.0
Medium pressure pipes	627.8	627.7	626.6
<i>Steel</i>	563.5	563.3	562.9
<i>PE (polyethylene)</i>	64.4	64.4	63.7
Low pressure pipes	2,308.6	2,307.2	2,305.4
<i>Steel</i>	1,050.3	1,050.6	1,051.3
<i>PE (polyethylene)</i>	1,229.4	1,227.4	1,225.0
<i>Grey cast iron</i>	0.0	0.0	0.0
<i>Nodular cast iron</i>	28.9	29.1	29.1

### Gas network safety

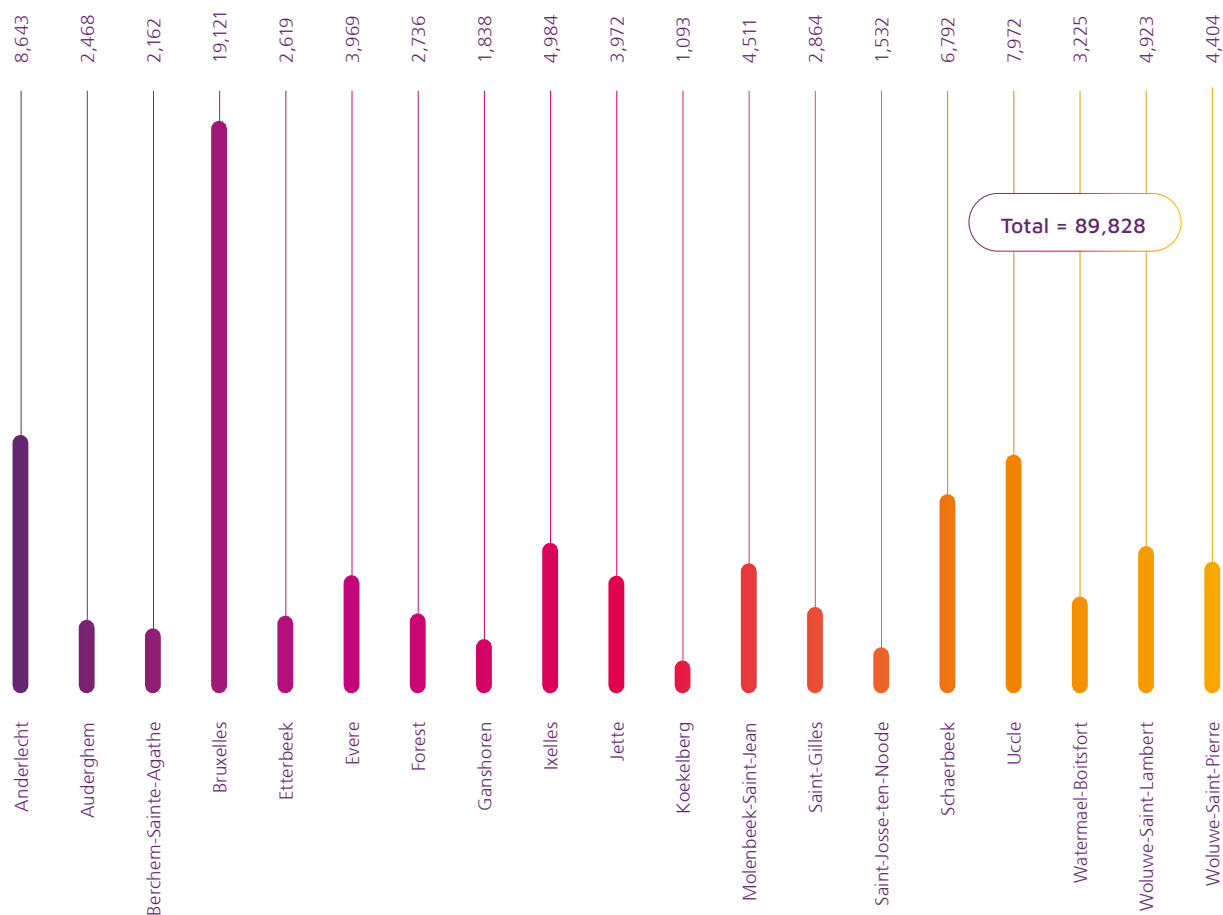
	<b>2023</b>	<b>2022</b>	<b>2021</b>
Number of emergency responses to "gas smell" calls	3,170	3,269	3,440
Number of connection leaks (detected by third-party call and systematic monitoring)	415	442	536
Number of pipe leaks (detected by third-party call and systematic monitoring)	55	44	48
Leaks in pipes or connections due to third-party attack	40	39	52
Number of serious incidents reported to the FPS Economy and Energy – Safety Division	2	6	1

# Public Lighting

## Supply points

	2023	2022	2021
Number of luminaires on municipal roads	89,828	88,625	87,476
Number of new luminaires	6,502	3,290	3,488
Installed electrical power (kW)	10,384	10,905	11,136
Total consumption (kWh) (handled by Sibelga)	42,797,542	45,092,647	46,587,944
Number of troubleshootings	8,898	8,109	8,910
Number of lamps replaced following a troubleshooting	5,026	4,229	4,801
Number of lamps replaced during routine maintenance	18,173	23,865	21,939

## Number of luminaires per municipality



# Decentralised energy production

## Cogeneration in partnership

Facility	Initial commissioning	Renovation	Electrical power (kW)	Thermal power (kW)	Number of engines	Net electricity production (kWh)		
						2023	2022	2021
Quai des Usines (turboexpander) (Sibelga)	2000	2023	4,300	2,072	2	14,741,935,58	520,158	11,993,437
Arts et Métiers	2000	2011	606	723	1	0	0	711,859
Villas de Ganshoren	2000	2011 2021	606 199	723 382	1	796,656	789,695	1,571,121
Vlaams Parlement	2003	-	341	476	1	0	0	0
ULB Solbosch	2002	2013	3,033	4,068	3	9,081,597	8,671,963	12,137,081
Essegheem I	2006	2015	139	207	1	438,872	396,007	434,866
Essegheem II	2006	2015	139	207	1	605,080	518,708	692,435
Cinquantenaire	2014	-	1,270	1,624	2	5,797,619	5,307,915	6,818,205
Parc Forum	2014	-	637	792	1	2,517,611	2,489,488	3,008,042
Les Mouettes	2014	-	200	267	1	226,223	761,482	795,198
Boetendael	2017	-	199	286	1	68,803	655,987	951,020
Magnanerie	2017	-	139	207	1	523,277	447,614	675,565
Archives du Royaume	2021	-	986	1,227	2	6,010,595	5,569,560	-
Jean Vives	2021	-	199	347	1	908,756	975,138	614,309
Parc Schuman	2021	-	199	415	1	1,197,338	1,036,707	298,438
Gerfauts	2021	-	140	261	1	607,167	530,149	232,056
Saint-Exupéry	2021	-	199	347	1	984,994	923,794	768,389
<b>TOTAL</b>			<b>12,726</b>	<b>13,526</b>	<b>22</b>	<b>44,506,524</b>	<b>29,594,365</b>	<b>41,702,021</b>

**Green certificates from cogeneration**

	<b>2023</b>	<b>2022</b>	<b>2021</b>
Number of green certificates (Brugel)	22,837	24,295	22,401
CO <sub>2</sub> savings (tonnes)*	4,956	5,272	4,861
Natural gas savings (kWhi)	22,836,700	24,295,000	22,401,200
Natural gas savings (Nm <sup>3</sup> )	2,477,672	2,635,890	2,430,422

\* Calculated on the basis of green certificates (Brugel)

N.B. The site's photovoltaic panels have also generated 230 green certificates (in 2023), representing a saving of 50 tonnes of CO<sub>2</sub>.

# RenoClick

## Energy accounting

	2023	2022	2021
Number of sites monitored with the Scan application	2,857	2,721	2,518
Number of EAN	28,679	22,283	19,602
Number of meters	42,821	35,038	32,292
Number of customers identified	128	122	122

## Central purchasing

	2023	2022	2021
Number of EAN	10,020	9,928	7,050
<i>Gas</i>	2,862	2,787	1,950
<i>Electricity</i>	7,158	7,141	5,100
Energy purchased (estimate)			
<i>Gas (MWh)</i>	403,700	462,000	433,000
<i>Electricity (MWh)</i>	167,000	172,000	170,000

## Energy efficiency work

	2023	2022	2021
Number of worksites	10	15	14
Estimated cost (excluding VAT) of work carried out*	4,506,238.36	2,581,338	3,573,000
Number of studies commissioned to produce specifications	8	14	18

\* handled by the public authorities

## Solar energy & Roofs

	2023	2022	2021
Number of public buildings equipped with panels (formerly SolarClick)	9	n/a	9
Panel area (m2)	3,040	n/a	2,080
Installed capacity (kWp)	645.82	n/a	442
Annual production generated (kWh)**	42,775	9,250,605	392,923
Annual CO <sub>2</sub> savings (tonnes)**	16.7	4,814	155

\*\* production and savings generated by all 116 installations equipped with solar panels under the former SolarClick programme

## Social measures

	2023	2022	2021
<b>Protected supply points</b>			
Electricity	9,493	5,367	2,171
Gas	6,809	3,996	1,675
<b>Winter supply points (including EOC)</b>			
Electricity	500	422	324
Gas	397	339	242
<b>Power limiters</b>			
Number of active power limiters at 31/12	1,122	6,484	19,553
Number of power limiters installed or replaced	0	0	8,107
<i>Protected and winter</i>	0	0	79
<i>Unprotected</i>	0	0	8,028
Number of limiters removed	6,656	15,628	10,174

# Meter readings

	Number of meters to be read			Number of meters read*			Number of meters read by customers**		
	2023	2022	2021	2023	2022	2021	2023	2022	2021
Annual readings	1,196,510	1,176,673	1,193,390	1,032,718	1,027,907	1,029,830	77,264	63,470	65,557
Monthly readings (total)	1,664	2,006	2,354	1,650	1,947	2,328	-	-	-

\* Readings recorded by the meter readers, not including readings reported by customers.

\*\* Readings communicated by customers (via telephone, via the website, etc.)

# Meter connection and disconnection

	2023	2022	2021
Number of supply connections	24,656	23,232	27,295
Number of supply disconnections	18,697	14,976	31,825

# Human resources

## Sibelga group workforce (including BNO and Metrix subsidiaries)

	2023		2022		2021	
<b>Active staff + total workforce at 31/12 (FTE*)</b>	1,121.34		1,097.99		1,080.60	
Excluding long-term absences	1,077.53		1,055.76		1,038.27	
<b>Active staff + total workforce at 31/12 (HC**)</b>						
By gender	1,166		1,139		1,119	
<i>Men</i>	867	74.36%	855	75.07%	843	75.34%
<i>Women</i>	299	25.64%	284	24.93%	276	24.66%
By function	1,166		1,139		1,119	
<i>Managers</i>	268	22.98%	253	22.21%	252	22.52%
<i>Employees</i>	898	77.02%	886	77.79%	867	77.48%
By age	1,166		1,139		1,119	
< 25 years	39	3.49%	35	3.13%	27	2.41%
25 to 34 years	249	22.25%	241	21.54%	250	22.34%
35 to 44 years	304	27.17%	315	28.15%	305	27.26%
45 to 54 years	363	32.44%	361	32.26%	355	31.72%
≥ 55 years	211	18.86%	187	16.71%	182	16.26%
By seniority	1,166		1,139		1,119	
0 - 5 years	392	35.03%	390	34.85%	361	32.26%
6 - 10 years	141	12.60%	114	10.19%	130	11.62%
11 - 15 years	165	14.75%	194	17.34%	205	18.32%
16 - 20 years	175	15.64%	176	15.73%	153	13.67%
21 - 25 years	105	9.38%	77	6.88%	95	8.49%
26 - 30 years	113	10.10%	119	10.63%	104	9.29%
31 - 35 years	52	4.65%	48	4.29%	57	5.09%
> 35 years	23	2.06%	21	1.88%	14	1.25%
By contract	1,166		1,139		1,119	
<i>Open-ended</i>	1,078	92.45%	1,044	91.66%	1,039	92.85%
<i>Fixed term</i>	88	7.55%	95	8.34%	80	7.15%

\* FTE = Full Time Equivalent (work ratio taken into account).

\*\* HC = Head Count (number of persons employed regardless of the work ratio).



**Safety at work**

<b>STAFF ACCIDENTS WITH INCAPACITY FOR WORK</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Frequency rate	6.80	9.58	6.90
Severity rate	0.22	0.36	0.15



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