

Statistics 2021

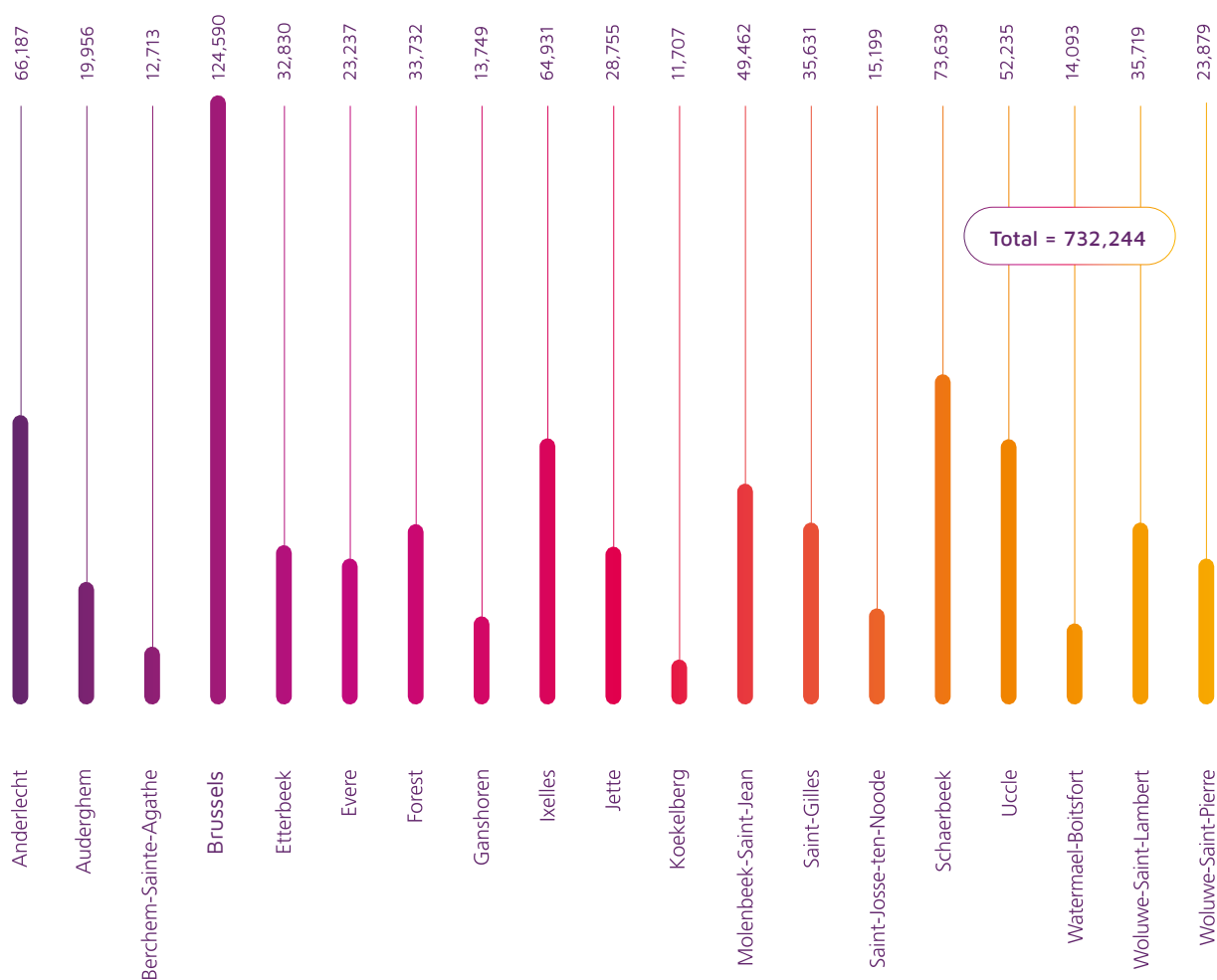


Electricity

Supply points

	2021	2020	2019
Number of supply points	732,244	727,172	722,433
Inactive supply points	59,568	58,788	59,728
Active supply points	672,676	668,384	662,705

Number of supply points per municipality*



* From MIG6 onwards, the meter reading is done on the Service Delivery Points.

Transmission

	2021	2020	2019
Electricity transmitted* (MWh)	4,125,938	4,129,682	4,433,937
Electricity injected** (MWh)	4,212,811	4,238,309	4,559,774
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

	2021	2020	2019
Grid Fee* (euros)	213,558,843.39	210,039,243.06	212,406,967.91

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

Network infrastructure

	2021	2020	2019
Number of meters	724,044	721,223	717,344
<i>High voltage + LV assimilated HV</i>	7,025	6,995	6,930
<i>Low voltage</i>	717,019	714,228	710,414
Number of low voltage connections (with and without meter)	215,768	216,408	215,746
Number of low voltage cabinets and underground boxes	5,810	5,794	5,739
Number of high voltage «network» substations	3,049	3,063	3,058
Number of «customer» high-voltage substations	2,735	2,754	2,785
Number of distribution substations and dispersion substations (high voltage)	81	86	86
Number of supply points (interface with Elia)	46	46	47

Network length

	2021	2020	2019
Network length (km)	6,420.6	6,428.1	6,420.7
High voltage (100% underground)	2,172.5	2,191.8	2,207.1
Low voltage	4,248.1	4,236.3	4,213.7
<i>Underground</i>	4,230.4	4,218.5	4,195.8
<i>Overhead</i>	17.7	17.8	17.9

Network reliability

	2021	2020	2019
Annual peak (maximum power demand)	746.3 Wednesday 10 Feb.	765.6 Friday 24 January	816.3 Tuesday 22 January
High-voltage network			
Fault frequency per 100 km of cable	5.2	5.5	6.2
Number of incidents* with customer disconnection	151	138	144
Average duration of downtime**	0:11:29	0:10:27	0:13:09
<i>Due to incidents on the network distribution (Sibelga)</i>	0:08:00	0:09:01	0:12:35
<i>Due to incidents on the network transport (Elia)</i>	0:03:29	0:01:25	0:00:34
<i>Due to SGA asset-related incidents (excluding third party networks and caused by third parties)****</i>	0:06:08	0:07:22	0:09:54
Average recovery time***	0:40:32	0:35:25	0:45:27
Low voltage network			
Number of supply interruptions (excluding meter incidents)	2,177	2,073	2,298
Average duration of downtime**	0:12:34	0:12:16	0:13:23
<i>Due to SGA asset-related incidents excluding third party networks and caused by third parties)***</i>	0:10:29	0:10:10	0:10:59
Average recovery time***	2:20:23	2:25:06	2:47:11

* 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

	2021	2020	2019
Number of supply points	514,723	513,554	512,401
Inactive supply points	80,136	79,435	79,890
Active supply points	434,587	434,119	432,511

Number of supply points per municipality



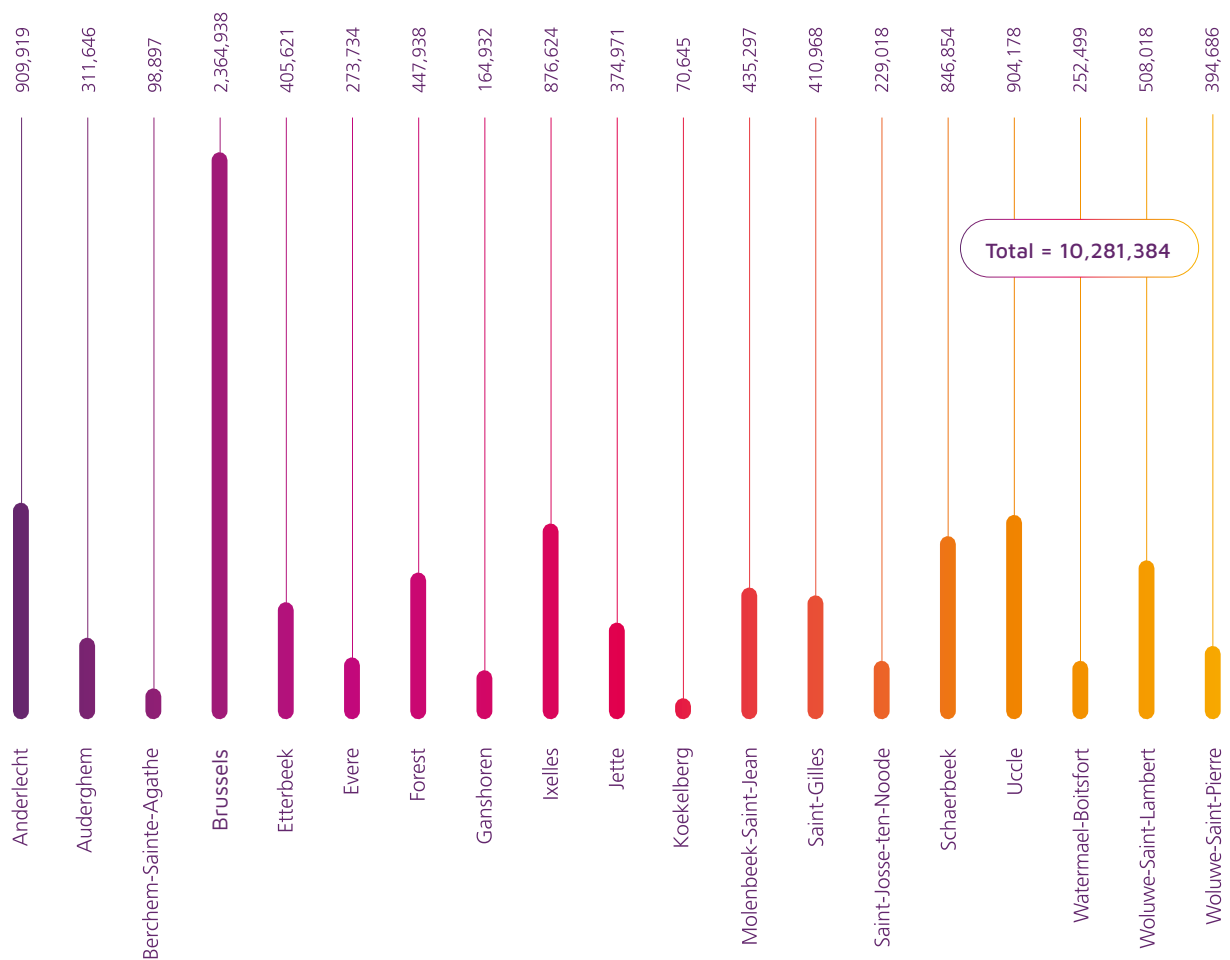
Transmission

	2021	2020	2019
Gas transported* (MWh)	10,281,384	9,388,738	9,593,969
Gas injected** (MWh)	10,550,553	9,075,767	9,704,151

* Quantity of gas transported on the distribution networks and invoiced to suppliers.

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

Gas transported per municipality (MWh)



Billing

	2021	2020	2019
Grid Fee* (euros)	111,621,638.85	103,787,668.93	118,602,758.48

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

Network infrastructure

	2021	2020	2019
Number of meters	507,789	507,454	506,448
Number of connections	191,957	191,546	191,111
<i>Medium pressure</i>	2,863	2,856	2,854
“Network” connections	473	471	467
“Customer” connections	2,390	2,385	2,387
<i>Low pressure</i>	189,094	188,690	188,257
Number of «network» substations	473	471	467
Number of «customer» pressure reduction lines	1,911	1,914	1,922
Number of receiving stations (interface with Fluxys)	7	7	7
Number of bleeders	9	9	9

Network length

	2021	2020	2019
Pipeline length (km)	2,932.0	2,929.6	2,922.4
Medium pressure pipes	626.6	626.3	623.7
<i>Steel</i>	562.9	563.0	560.6
<i>PE (polyethylene)</i>	63.7	63.3	63.1
Low pressure pipes	2,305.4	2,303.3	2,298.7
<i>Steel</i>	1,051.3	1,052.3	1,052.7
<i>PE (polyethylene)</i>	1,225.0	1,221.8	1,216.9
<i>Nodular cast iron</i>	29.1	29.1	29.1

Gas network safety

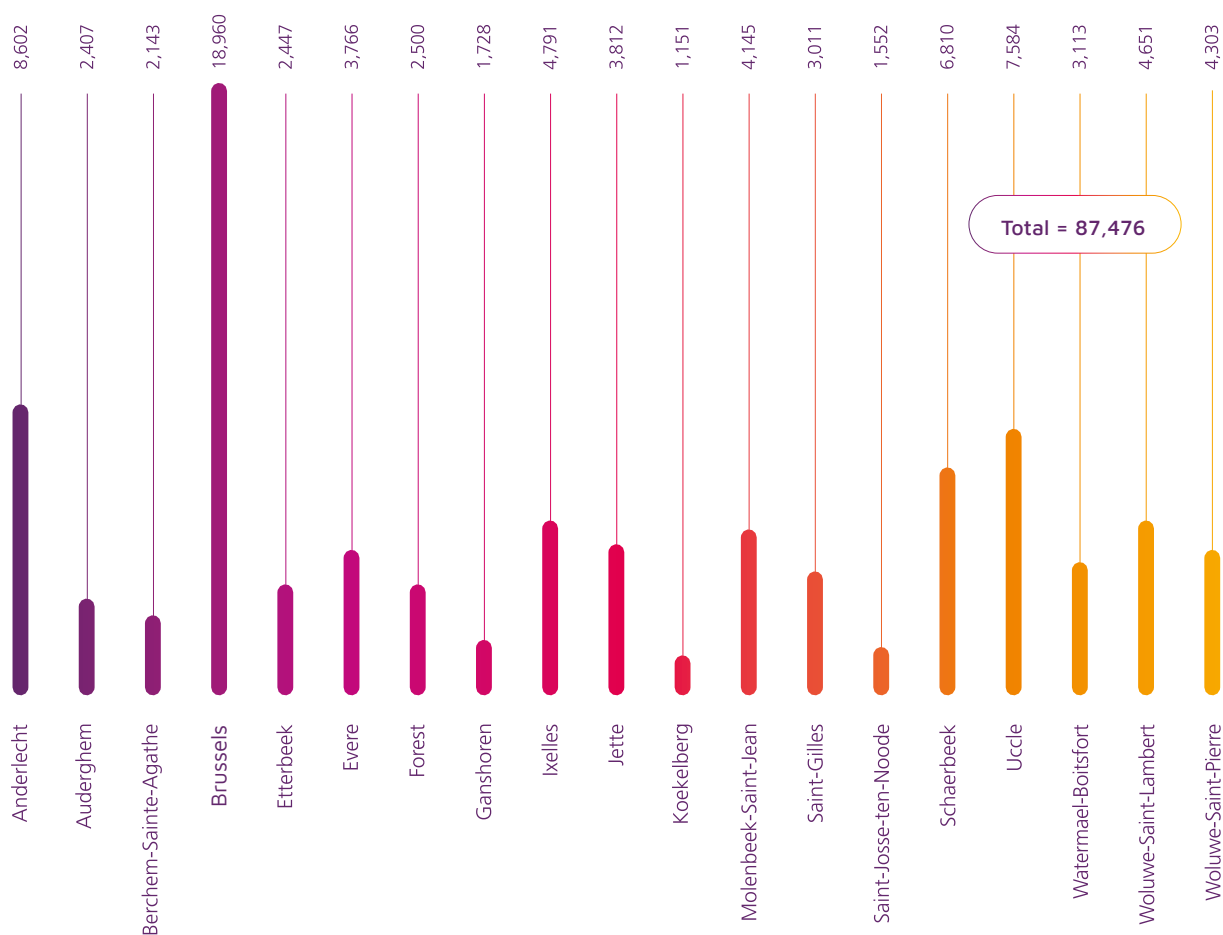
	2021	2020	2019
Number of emergency responses to «gas smell» calls	3,440	3,362	4,006
Number of leaks on connections (detected by third-party call and by systematic monitoring)	536	455	674
Number of pipe leaks (detected by third-party call and systematic monitoring)	48	32	27
Leaks in pipes or connections due to third-party attack	52	55	50
Number of serious incidents reported to the FPS Economy and Energy – Safety Division	1	4	5

Public lighting

Supply points

	2021	2020	2019
Number of luminaires on municipal roads	87,476	86,590	85,776
Number of new luminaires	3,488	3,190	3,063
Installed electrical power (kW)	11,136	11,261	11,356
Total consumption (kWh) (handled by Sibelga)	46,587,944	47,554,450	47,828,564
Number of troubleshootings	8,910	7,688	8,752
Number of lamps replaced following a troubleshooting	4,801	4,284	5,109
Number of lamps replaced during routine maintenance	21,939	20,121	21,323

Number of supply points per municipality



Decentralised energy production

Cogeneration in partnership

Facility	Initial commis- sioning	Reno- vation	Electrical power (kW)	Thermal power (kW)	Nbre of engines	Net electricity production (kWh)		
						2021	2020	2019
Quai des Usines (turboexpander) (Sibelga)	2000	2010	5,168	3,350	2	11,993,437	16,203,195	18,483,817
Arts et Métiers	2000	2011	606	723	1	711,859	811,780	956,382
Villas de Ganshoren	2000	2011 2021	606 199	723 382	1	1,571,121	2,129,528	2,271,194
Vlaams Parlement	2003	-	341	476	1	0	0	202,912
ULB Solbosch	2002	2013	3,033	4,068	3	12,137,081	9,424,524	11,442,666
Esseghem I	2006	2015	139	207	1	434,866	408,294	502,713
Esseghem II	2006	2015	139	207	1	692,435	640,842	687,337
Cinquantenaire	2014	-	1,270	1,624	2	6,818,205	6,423,083	6,418,039
Parc Forum	2014	-	637	792	1	3,008,042	2,767,625	2,971,523
Les Mouettes	2014	-	200	267	1	795,198	741,154	831,984
Boetendael	2017	-	199	286	1	951,020	842,728	890,748
Magnanerie	2017	-	139	207	1	675,565	541,228	546,897
Jean Vives	2021	-	199	347	1	614,309	-	-
Parc Schuman	2021	-	199	415	1	298,438	-	-
Gerfaux	2021	-	140	261	1	232,056	-	-
Saint-Exupéry	2021	-	199	347	1	768,389	-	-
TOTAL			12,269	13,577	20	41,702,021	40,933,981	46,206,212

Green certificates from cogeneration

	2021	2020	2019
Number of green certificates (Brugel)	22,401	21,220	25,961
CO2 savings (tonnes)*	5,722	6,199	6,938
Natural gas savings (kWh)	26,367,200	28,568,000	31,972,000
Natural gas savings (Nm ³)	2,860,714	3,099,490	3,468,808

* Calculated on the basis of green certificates + «Quai des Usines» turboexpander.

Please note: The solar panels on the site (building G + carport) also generated 87 green certificates (in 2021), i.e. a saving of 19 tonnes of CO2.

NRClick

Energy accounting

	2021	2020	2019
Number of sites monitored with the NRClick Scan application	2,518	2,118	1,706
Number of EAN	19,602	19,062	17,000
Number of meters	32,292	28,169	19,400
Number of customers identified	122	121	120

Central purchasing

	2021	2020	2019
Number of EAN	7,050	9,416	8,203
<i>Gas</i>	1,950	2,668	2,441
<i>Electricity</i>	5,100	6,748	5,762
Energy purchased (estimate)			
<i>Gas (MWh)</i>	433,000	408,980	382,953
<i>Electricity (MWh)</i>	170,000	177,785	140,000

Energy efficiency work

	2021	2020	2019
Number of worksites	14	10	15
Estimated cost (excluding VAT) of work carried out*	3,573,000	2,964,000	3,245,000
Number of studies commissioned to produce specifications	18	19	15

* handled by the public authorities

SolarClick

	2021	2020	2019
Number of public buildings equipped with "SolarClick" panels at 31/12	9	35	38
Panel area (m2)	2,080	15,718	19,617
Installed capacity (kWp)	442	3,340.11	3,801
Estimated annual production (kWh)	392,923	2,810,635	3,178,144
Annual CO2 savings (tonnes)	155.09	1,108.79	1,253.77

Social measures

	2021	2020	2019
Protected supply points			
Electricity	2,171	2,225	2,301
Gas	1,675	1,770	1,819
Winter supply points (including EOC)			
Electricity	324	1,839	717
Gas	242	1,450	590
Power limiters			
Number of active power limiters at 31/12	19,553	27,106	27,370
Number of power limiters installed or replaced	8,107	11,390	14,478
<i>Protected and winter</i>	79	95	236
<i>Unprotected</i>	8,028	11,295	14,242
Number of limiters removed	10,174	11,600	14,249

Meter readings

Energy accounting

	Number of meters to be read			Number of meters to be read			Number of meters read by customers**		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
Annual readings	1,193,390	1,182,302	1,175,379	1,029,830	948,526	1,076,940	65,557	132,008	67,113
Monthly readings (cumulative)	2,354	3,244	2,720	2,328	2,658	2,617	-	-	-

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

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

Supply connection and disconnection

	2021	2020	2019
Number of supply connections	27,295	25,277	31,420
Number of supply disconnections	31,825	16,621	24,018

Human resources

Sibelga group workforce (including BNO subsidiary)

	2021		2020		2019	
Active staff + total workforce at 31/12 (FTE*)	1,080.60		1,058.76		1,038.64	
Excluding long-term absences	1,038.26		1,028.34		1,000.42	
Active staff + total workforce at 31/12 (HC**)						
By gender	1,119		1,099		1,080	
Men	843	75.34%	819	74.52%	791	73.24%
Women	276	24.66%	280	25.48%	289	26.76%
By function	1,119		1,099		1,080	
Managers	252	22.52%	232	21.11%	218	20.19%
Employees	867	77.48%	867	78.89%	862	79.81%
By age	1,119		1,099		1,080	
< 25 years	27	2.41%	34	3.09%	36	3.33%
25 to 34 years	250	22.34%	246	22.38%	252	23.33%
35 to 44 years	305	27.26%	303	27.57%	291	26.94%
45 to 54 years	355	31.72%	338	30.76%	329	30.46%
> 55 years	182	16.26%	178	16.20%	172	15.93%
By seniority	1,119		1,099		1,080	
0 - 5 years	361	32.26%	348	31.67%	332	30.74%
6 - 10 years	130	11.62%	143	13.01%	157	14.54%
11 - 15 years	205	18.32%	211	19.20%	204	18.89%
16 - 20 years	153	13.67%	138	12.56%	132	12.22%
21 - 25 years	95	8.49%	114	10.37%	123	11.39%
26 - 30 years	104	9.29%	84	7.64%	70	6.48%
31 - 35 years	57	5.09%	46	4.19%	36	3.33%
> 35 years	14	1.25%	15	1.36%	26	2.41%
By contract	1,119		1,099		1,080	
Open-ended	1.039	92.85%	1.006	91.54%	968	89.63%
Fixed term	80	7.15%	93	8.46%	112	10.37%

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

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

Safety at work

STAFF ACCIDENTS WITH INCAPACITY FOR WORK

	2021	2020	2019
Frequency rate	6.9	8.28	8.75
Severity rate	0.15	0.15	0.12

