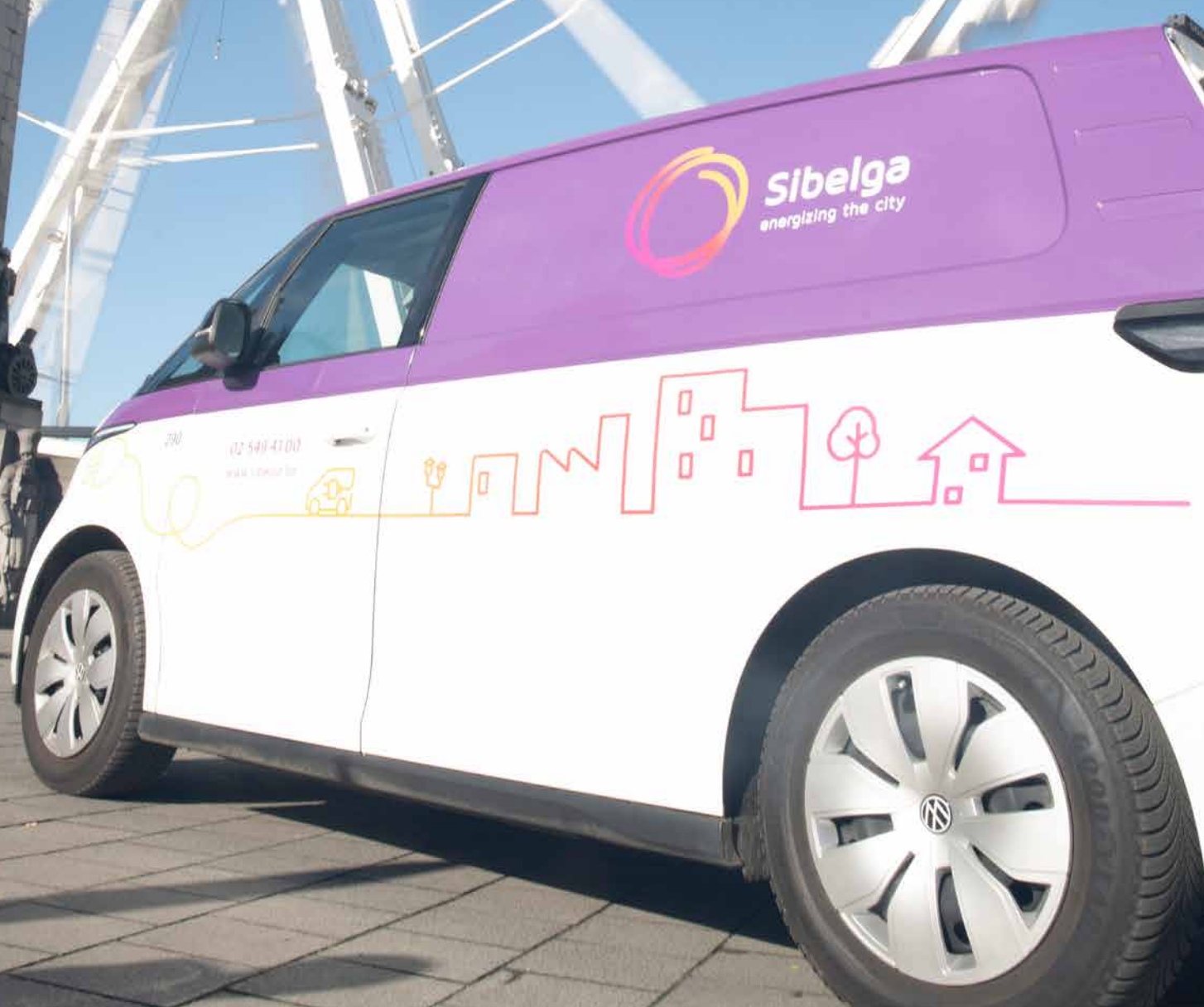




STATISTICS

2024

English



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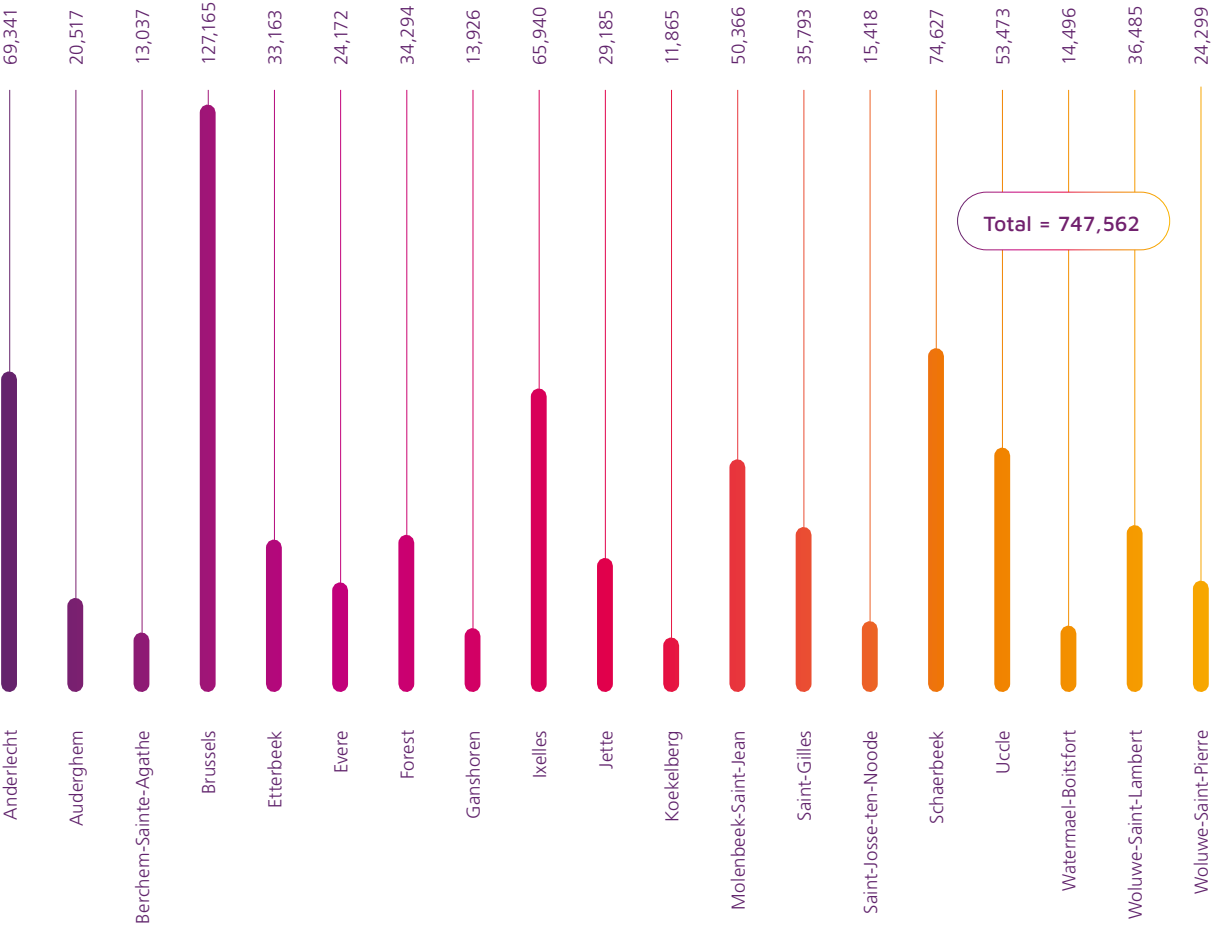
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Electricity

Supply points

	2024	2023	2022
Number of supply points	747,562	742,502	735,889
Inactive supply points	56,188	58,008	57,330
Active supply points	691,374	684,494	678,559

Number of supply points per municipality



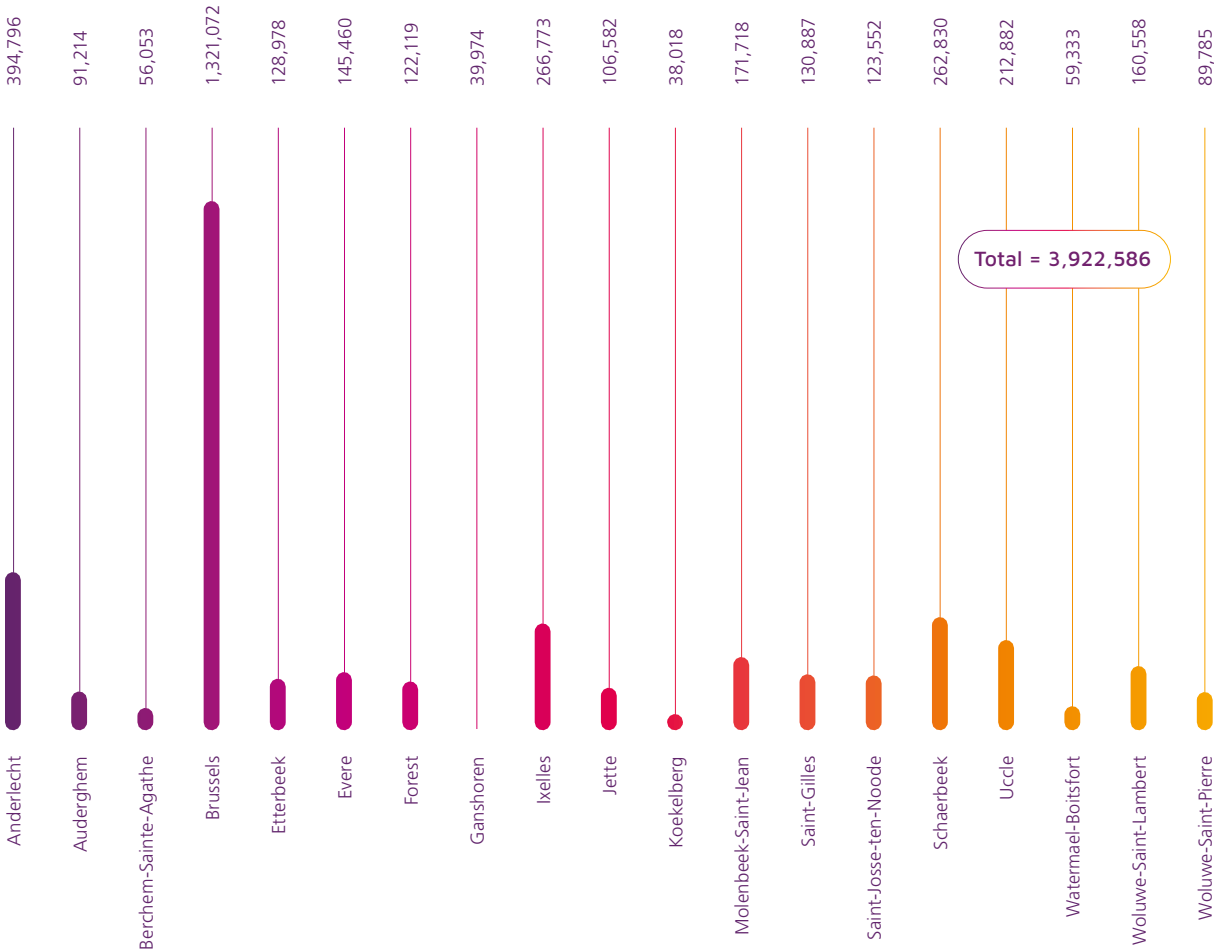
Transmission

	2024	2023	2022
Electricity transmitted* (MWh)	3,922,586	3,823,274	3,958,535
Electricity injected** (MWh)	4,002,321	3,985,357	4,133,915
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

	2024	2023	2022
Grid Fee* (euros)	244,152,162.63	218,907,741.35	218,780,582.05

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

Network infrastructure

	2024	2023	2022
Number of meters	730,060	729,508	729,147
<i>electromechanical meters</i>	622,848	657,073	673,422
<i>electronic meters</i>	13,510	13,858	14,010
<i>smart meters</i>	93,702	58,577	41,715
Number of low voltage connections (with and without meter)	215,490	214,943	215,980
Number of low voltage cabinets and underground junction boxes	5,920	5,871	5,849
Number of "network" high voltage substations	3,049	3,035	3,043
Number of "customer" high-voltage substations	2,712	2,704	2,719
Number of distribution substations and dispersion substations (high voltage)	78	79	80
Number of supply points (interface with Elia)	46	46	46

Network length

	2024	2023	2022
Network length (km)	6,508.0	6,466.1	6,458.6
High voltage (100% underground)	2,148.1	2,148.5	2,163.0
Low voltage	4,359.9	4,317.7	4,295.6
<i>Underground</i>	4,342.3	4,300.0	4,278.0
<i>Overhead</i>	17.6	17.7	17.7

Network reliability

	2024	2023	2022
Annual peak (maximum power demand)	736.9 Wednesday 17 th January	708.9 Monday 4 th December	730.1 Wednesday 26 th January
High-voltage network			
Fault frequency per 100 km of cable	5.0	5.5	4.9
Number of incidents* with customer disconnection	128	140	135
Average duration of downtime**	0:06:07	0:07:55	0:10:42
<i>Due to incidents on the distribution network (Sibelga) or other DSOs</i>	0:06:07	0:06:46	0:07:54
<i>Due to incidents on the transmission network (Elia)</i>	0:00:00	0:01:09	0:02:48
<i>As a result of incidents related to Sibelga assets (excluding third party networks and caused by third parties) ****</i>	0:04:28	0:05:46	0:05:46
Average recovery time***	00:33:00	0:30:18	0:42:51
Low voltage network			
Number of supply interruptions (excluding meter incidents)	1,770	1,791	1,942
Average duration of downtime**	0:10:59	0:10:40	0:12:22
<i>As a result of incidents related to Sibelga assets (excluding third party networks and caused by third parties) ****</i>	0:09:06	0:08:39	0:09:23
Average recovery time***	2:24:17	2:20:46	2:29:15

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

** Average annual interruption per network user.

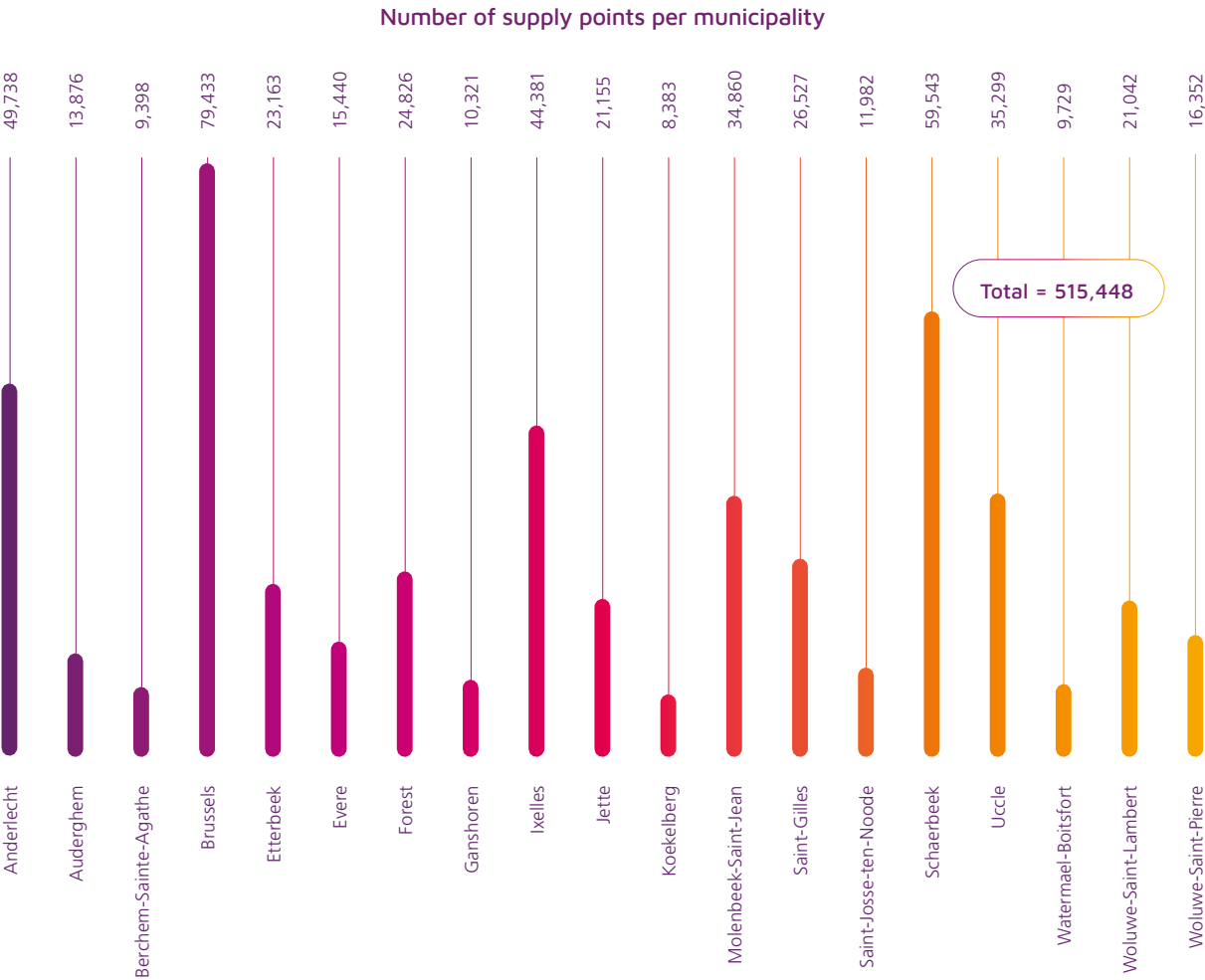
*** Average interruption per substation affected by an incident.

**** See KPI Incentive Regulation

Gas

Supply points

	2024	2023	2022
Number of supply points	515,448	515,440	515,715
Inactive supply points	81,575	81,063	80,385
Active supply points	433,873	434,377	435,330

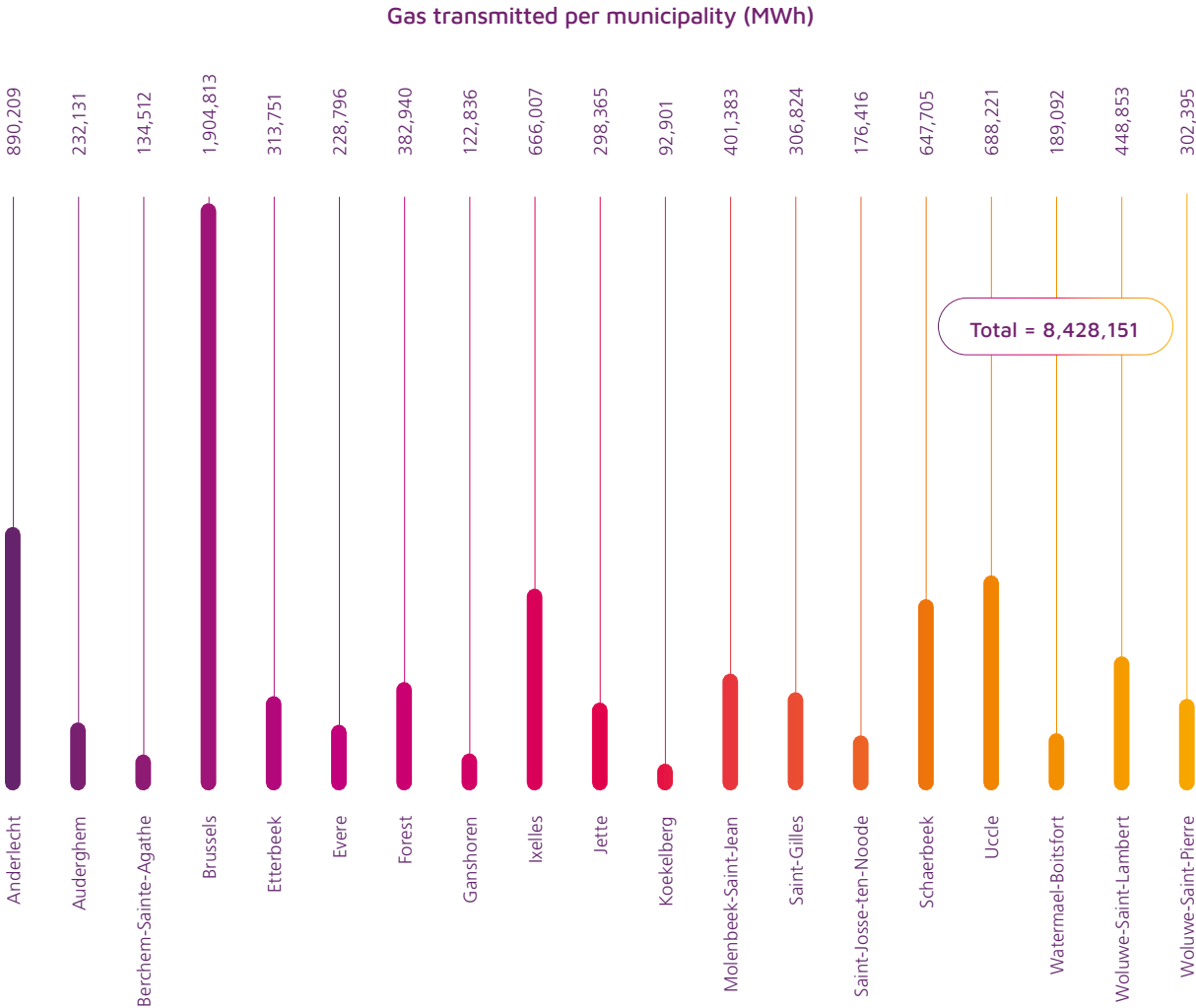


Transmission

	2024	2023	2022
Gas transmitted* (MWh)	8,428,151	7,813,800	9,265,161
Gas injected** (MWh)	8,345,085	8,206,447	8,475,783

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

** Quantity of gas measured at the network entry point



Billing

	2024	2023	2022
Grid Fee* (euros)	98,175,387.44	90,024,040.81	105,902,233.99

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

Network infrastructure

	2024	2023	2022
Number of meters	507,715	507,795	508,453
Number of connections	192,172	192,301	191,933
<i>Medium pressure</i>	2,850	2,845	2,867
“Network” connections	478	477	478
“Customer” connections	2,372	2,368	2,389
<i>Low pressure</i>	189,322	189,456	189,066
Number of "network" substations	478	477	478
Number of "customer" pressure reduction lines	1,887	1,891	1,906
Number of receiving stations (interface with Fluxys)	7	7	7
Number of bleeders	7	9	9

Network length

	2024	2023	2022
Pipeline length (km)	2,938.8	2,936.4	2,934.8
Medium pressure pipes	627.8	627.8	627.7
<i>Steel</i>	563.2	563.5	563.3
<i>PE (polyethylene)</i>	64.5	64.4	64.4
Low pressure pipes	2,311.0	2,308.6	2,307.2
<i>Steel</i>	1,048.9	1,050.3	1,050.6
<i>PE (polyethylene)</i>	1,233.2	1,229.4	1,227.4
<i>Grey cast iron</i>	0.0	0.0	0.0
<i>Nodular cast iron</i>	28.9	28.9	29.1

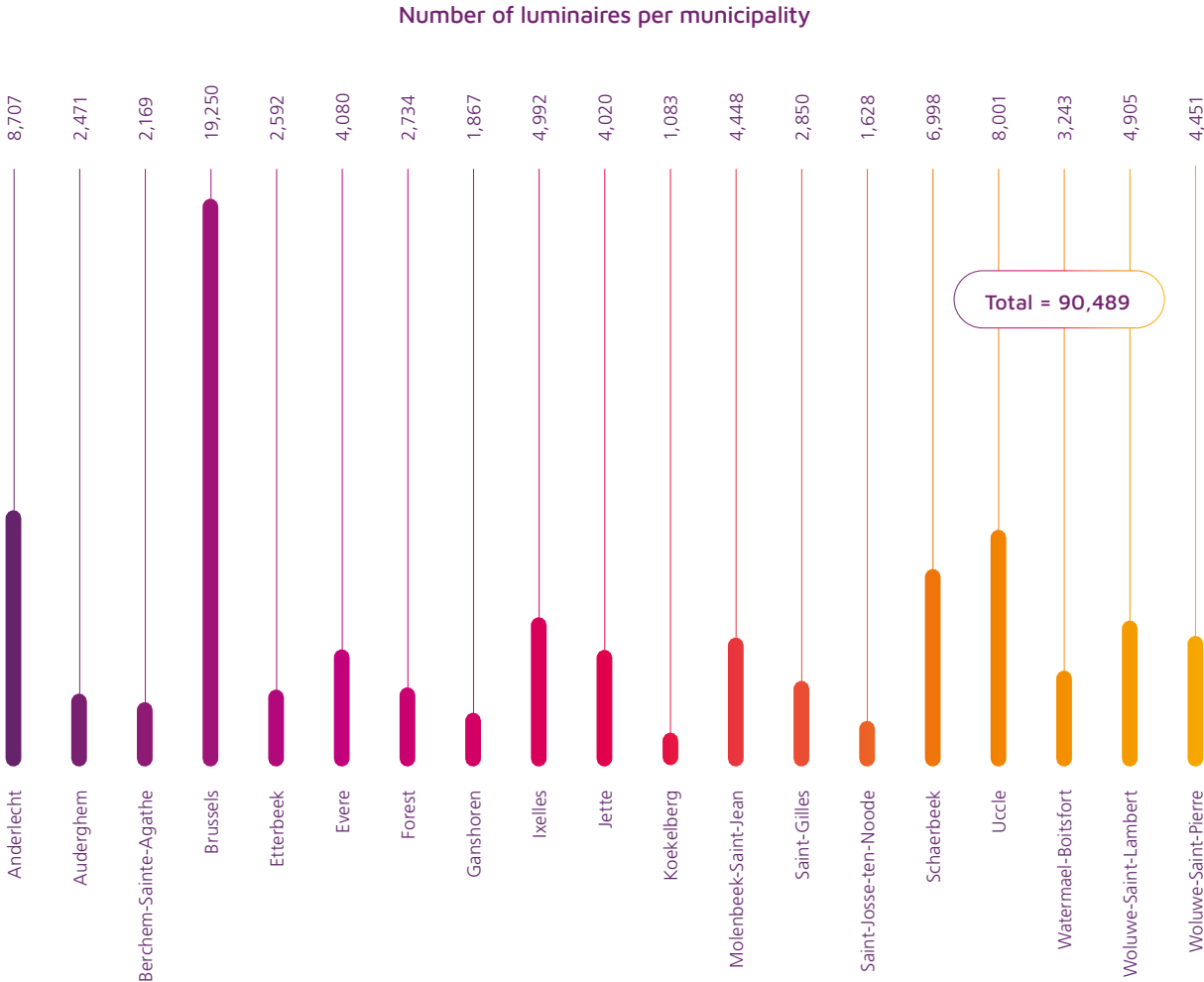
Gas network safety

	2024	2023	2022
Number of emergency responses to "gas smell" calls	3,193	3,170	3,269
Number of connection leaks (detected by third-party call and systematic monitoring)	350	415	442
Number of pipe leaks (detected by third-party call and systematic monitoring)	32	55	44
Leaks in pipes or connections due to third-party attack	26	40	39
Number of serious incidents reported to the FPS Economy and Energy – Safety Division	6	2	6

Public Lighting

Supply points

	2024	2023	2022
Number of luminaires on municipal roads	90,498	89,828	88,625
Number of new luminaires	8,838	6,502	3,290
Installed electrical power (kW)	9,939	10,384	10,905
Total consumption (kWh) (handled by Sibelga)	38,957,884	42,797,542	45,092,647
Number of troubleshootings	9,387	8,898	8,109
Number of lamps replaced following a troubleshooting	3,693	5,026	4,229
Number of lamps replaced during routine maintenance	11,420	18,173	23,865
Number of light points equipped with LED	28,213	18,634	11,425
Number of smart light points	26,734	17,083	10,960



Decentralised energy production

Photovoltaic installations for customers

	2024	2023	2022
Number of installations	24,699	18,816	14,941
Installed renewable power (kW)	308,618	240,636	202,905
Injection of renewable energy into the grid (kWh)	92,620,670	85,603,135	73,061,071

Energy sharing

	2024
Number of participants	1,280

Cogeneration installations for customers

	2024	2023	2022
Number of installations	624	546	488
Installed renewable power (kW)	64,892	55,771	52,237
Injection of renewable energy into the grid (kWh)	57,510,814	56,995,496	45,434,298

Cogeneration in partnership

Facility	Initial commis- sioning	Reno- vation	Electrical power (kW)	Thermal power (kW)	Number of engines	Net electricity production (kWh)		
						2024	2023	2022
Quai des Usines (turboexpander) (Sibelga)	2000	2023	4,300	2,072	2	8,043,392	14,741,936	520,158
Villas de Ganshoren	2000	2011 2021	606 199	723 382	1	831,348	796,656	789,695
Vlaams Parlement	2003	-	341	476	1	0	0	0
ULB Solbosch	2002	2024	1,500	1,684	3	1,278,146	9,081,597	8,671,963
Esseghem I	2006	2015	139	207	1	430,638	438,872	396,007
Esseghem II	2006	2015	139	207	1	597,478	605,080	518,708
Cinquantenaire	2014	2024	1,200	1,248	2	4,877,469	5,797,619	5,307,915
Parc Forum	2014	2024	600	624	1	1,784,407	2,517,611	2,489,488
Les Mouettes	2014	-	200	267	1	322,850	226,223	761,482
Boetendael	2017	-	199	286	1	295,009	68,803	655,987
Magnanerie	2017	-	139	207	1	495,155	523,277	447,614
Archives du Royaume	2021	-	986	1,227	2	6,982,618	6,010,595	5,569,560
Jean Vives	2021	-	199	347	1	1,066,227	908,756	975,138
Parc Schuman	2021	-	199	415	1	1,005,926	1,197,338	1,036,707
Gerfauts	2021	-	140	261	1	593,324	607,167	530,149
Saint-Exupéry	2021	-	199	347	1	1,014,984	984,994	923,794
TOTAL			11,086	10,598	21	29,618,971	44,506,524	29,594,365

Green certificates from cogeneration

	2024	2023	2022
Number of green certificates (Brugel)	23,732	22,837	24,295
CO ₂ savings (tonnes)*	5,150	4,956	5,272
Natural gas savings (kWhi)	23,732,000	22,836,700	24,295,000
Natural gas savings (Nm ³)	2,574,807	2,477,672	2,635,890

* Calculated on the basis of green certificates (Brugel)

N.B. The site's photovoltaic panels have also generated 152 green certificates (in 2024), representing a saving of 33 tonnes of CO₂.

RenoClick

Energy accounting

	2024	2023	2022
Number of sites monitored with the SCAN application	3,122	2,857	2,721
Number of EAN	29,551	28,679	22,283
Number of meters	46,470	42,821	35,038
Number of customers identified	130	128	122

Central purchasing

	2024	2023	2022
Number of EAN	10,024	10,020	9,928
<i>Gas</i>	2,842	2,862	2,787
<i>Electricity</i>	7,182	7,158	7,141
Energy purchased (estimate)			
<i>Gas (MWh)</i>	174,000	403,700	462,000
<i>Electricity (MWh)</i>	391,000	167,000	172,000

Energy efficiency work

	2024	2023	2022
Number of worksites	7	10	15
Estimated cost (excluding VAT) of work carried out*	2,801,525	4,506,238	2,581,338
Number of studies commissioned to produce specifications	11	8	14

* handled by the public authorities

Solar energy & Roofs

	2024	2023	2022
Number of public buildings equipped with panels (formerly SolarClick)	7	9	n/a
Panel area (m2)	4,578	3,040	n/a
Installed capacity (kWp)	1,015.84	645.82	n/a
Annual production generated (kWh)**	7,793,172	8,405,880	9,250,605
Annual CO ₂ savings (tonnes)**	3,983	4,357	4,814

** Production and savings achieved by all installations (formerly SolarClick + new Solar & Roof service)

Social measures

	2024	2023	2022
Protected supply points			
Electricity	9,906	9,493	5,367
Gas	7,409	6,809	3,996
Winter supply points (including EOC)			
Electricity	646	500	422
Gas	468	397	339
Power limiters			
Number of active power limiters at 31/12	441	1,122	6,484
Number of power limiters installed or replaced	0	0	0
<i>Protected and winter</i>	0	0	0
<i>Unprotected</i>	0	0	0
Number of limiters removed	1,000	6,656	15,628

Meter readings

	Number of meters to be read			Number of meters read*			Number of meters read by customers**		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
Annual readings	1,205,827	1,196,510	1,176,673	1,006,185	1,032,718	1,027,907	97,783	77,264	63,470
Monthly readings (total)	1,670	1,664	2,006	1,663	1,650	1,947	-	-	-

* 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

	2024	2023	2022
Number of supply connections	24,231	24,656	23,232
Number of supply disconnections	16,709	18,697	14,976

Human resources

Sibelga group workforce (including BNO and Metrix subsidiaries)

	2024		2023		2022	
Active staff + total workforce at 31/12 (FTE*)	1,185.54		1,121.34		1,097.99	
Excluding long-term absences	1,136.13		1,077.53		1,055.76	
Active staff + total workforce at 31/12 (HC**)						
By gender	1,218		1,166		1,139	
Men	908	74.55%	867	74.36%	855	75.07%
Women	310	25.45%	299	25.64%	284	24.93%
By function	1,218		1,166		1,139	
Managers	287	23.56%	268	22.98%	253	22.21%
Employees	931	76.44%	898	77.02%	886	77.79%
By age	1,218		1,166		1,139	
< 25 years	41	3.37%	39	3.49%	35	3.13%
25 to 34 years	262	21.51%	249	22.25%	241	21.54%
35 to 44 years	317	26.03%	304	27.17%	315	28.15%
45 to 54 years	353	28.98%	363	32.44%	361	32.26%
≥ 55 years	245	20.11%	211	18.86%	187	16.71%
By seniority	1,218		1,166		1,139	
0 - 5 years	436	35.80%	392	35.03%	390	34.85%
6 - 10 years	145	11.90%	141	12.60%	114	10.19%
11 - 15 years	139	11.41%	165	14.75%	194	17.34%
16 - 20 years	188	15.44%	175	15.64%	176	15.73%
21 - 25 years	119	9.77%	105	9.38%	77	6.88%
26 - 30 years	110	9.03%	113	10.10%	119	10.63%
31 - 35 years	53	4.35%	52	4.65%	48	4.29%
> 35 years	28	2.30%	23	2.06%	21	1.88%
By contract	1,218		1,166		1,139	
Open-ended	1,127	92.53%	1,078	92.45%	1,044	91.66%
Fixed term	91	7.47%	88	7.55%	95	8.34%

* 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	2024	2023	2022
Frequency rate	4.74	6.80	9.58
Severity rate	0.12	0.22	0.36



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