Sibelga

Highlights 2024

Contents

Welcome to the 2024 report highlighting the activities of Sibelga, the operator of the electricity, natural gas and public lighting distribution networks covering the 19 municipalities of the Brussels Capital Region. Our 1,200 employees work every day to ensure reliable and quality access to energy for all Brussels customers.

Sibelga is also a key partner in the energy transition. With our innovative projects, we actively support climate goals and strive to lay the foundations for a transition that is accessible and affordable for all. In this report, you will discover our three major challenges, our strategy for meeting them and the progress we have made in 2024.
We hope it makes for interesting reading!

Our full annual report will be available on our dedicated website www.sibelga.be/2024 from 18 June 2025.
In addition to this activity report, you will also find the annual accounts, the governance report and our statistics.

Building the energy transition together

The energy transition continued to gather pace in 2024, with ambitious intermediate milestones set within the Brussels-Capital Region to achieve the carbon neutrality target by 2050. Reaching this milestone will call for a collective effort, with each stakeholder playing a key role.

To this end, we are taking up three major challenges: maximising the production and local use of renewable energy, supporting the development of low-carbon mobility, and preparing for the future of heating. This last challenge is nothing short of a revolution, particularly in Brussels, where over 90% of buildings are heated with natural gas. The equation is made all the more complex by the fact that heating draws on the entire grid at the same time. Sibelga is preparing for these developments by taking part in strategic think tanks and entering into concrete partnerships, such as the development of a new heating network, which is now in the construction phase.

2024: A YEAR OF ACTION AND DIALOGUE

In an electoral context conducive to dialogue, we shared our memorandum, highlighting Sibelga's priorities for facilitating the energy transition. This commitment to dialogue was reflected throughout the year in a number of information and awareness-raising initiatives: public consultations on development plans, communication campaigns – on the risks of carbon monoxide poisoning, for example – themed events, speeches and publications. Building on this momentum, the approval of the distribution tariffs for the period 2025–2029 that was obtained at the end of the year was an important step forward, the result of more than two years of consultation with the regulator, Brugel.

At the same time, 2024 went down as a year of significant progress across the board: the installation of 46,169 smart meters, the deployment of 8,838 LED luminaires and the commissioning of 543 on-street electric vehicle charging points. We also set a new record for network reliability: residential customers experienced an average of just 9'54 minutes of unavailability, excluding planned outages. Finally, energy sharing is continuing to make headway: the number of participants has almost tripled in one year, reaching 1,280 customers who benefit from local, renewable electricity at a more affordable price.

A CENTURY OF HISTORY, A FUTURE TO FORGE

As we publish this report, we are celebrating two founding laws of the Belgian energy landscape: the centenary of the law of 10 March 1925 on electricity distribution and the sixtieth anniversary of the law of 12 April 1965 on the transport of gaseous products. Sibelga is part of this story and is actively helping to write the next chapters. That is why we work alongside a wide range of stakeholders, including producers, suppliers, grid operators, the regulator, public authorities and academia. Not forgetting the end consumer, who will also have a say in future developments. Relations with the end customer must be nurtured to help them adopt behaviours that favour local consumption, when energy is most abundant, in order to preserve the stability of the network, limit the risks of congestion and guide targeted investment.

Every day, we are building the network of tomorrow, combining long-term vision with operational excellence. A mission performed with pride by our 1,200 employees. Thanks to the joint efforts of our teams and all the players involved, we are driving forward the energy transition. This synergy is the key to building tomorrow's energy today.

Inne Mertens, Chief Executive Officer
Faouzia Hariche, Chairwoman of the Board of Directors

3 challenges for Brussels

Sibelga has identified three challenges to be met in the short term, in close collaboration with all stakeholders, to ensure an accessible and affordable energy transition for all.

1. MAXIMISE THE SIMULTANEOUS PRODUCTION AND LOCAL CONSUMPTION OF RENEWABLE ENERGY

It's not just a question of increasing the proportion of renewable energy, but also of optimising its use. Consuming locally produced energy is not only good for the consumer (energy independence, lower energy bills, etc.), but also for grid management, as the energy produced and consumed instantaneously on site draws little or no energy from the grid.

2. EASE THE TRANSITION TO SUSTAINABLE, LOW-CARBON MOBILITY

To steer the development of electric mobility, two conditions must be met: a precise framework for the rollout of charging points, both on public and private land, and targeted reinforcement of the electricity grid to meet the new needs. To create these conditions, the Region has tasked Sibelga with facilitating and coordinating the deployment of a public network of charging stations for electric vehicles, with the aim of installing 22,000 publicly accessible charge points by 2035.

3. PREPARE FOR THE FUTURE OF HEATING

As reliance on fossil fuels nears its end, the question arises of how to replace natural gas as a heating source in Brussels.
For the networks, this challenge is particularly complex because everyone is heating at the same time. As things stand, we seem to be moving towards an energy mix, a marriage of electrons and green molecules. In other words, some of our energy needs could be supplied by green electricity and the rest by decarbonised heating and gas networks.

Sibelga at a glance

65,000 m²
of photovoltaic panels installed on public buildings

1,280
energy sharing participants in Brussels

37 %
of requests from business customers for an increase in electricity capacity relate to electric mobility

+ 65 %
of our fleet is electric or CNG

580
data to be collected for our 1st CSRD report

6,500
visits to our information office

30 %
of the **90,500** light points are already equipped with LEDs

93,702
smart meters installed in the Brussels-Capital Region

115 M €
invested in network development in 2024

1,218
passionate talents meeting the energy challenges of today and tomorrow

2,983
publicly accessible charging points

-38 %
fewer work-related accidents in five years

5,761
medium- and low-voltage cabins, including
1,438
remote-controlled cabins

Our 2024 highlights

JANUARY

Top Employer for the 13th year running. This label reflects our commitment to the quality of our environment and working conditions.

FEBRUARY

New app to report lighting outages. Thanks to an interactive map on our website, coupled with a digital outage management system, it is now possible to locate a specific luminaire to report a fault, and to view the progress of any repairs in progress.

SEPTEMBER

Information campaign against carbon monoxide poisoning. Sibelga, the Poison Control Centre and the Brussels Fire Brigade launched a major awareness campaign on the dangers of carbon monoxide (CO). Invisible, odourless and deadly, it causes more than 120 poisonings a year in Brussels, mainly caused by poorly maintained or non-compliant heating installations, or a lack of ventilation.

OCTOBER

The milestone of 1,000 energy-sharing participants is reached. Since 2022, it has been possible to share green electricity between neighbours, within a building or by energy community grouping together all types of players located in the same sector. This allows those who own solar panels and produce surplus electricity to offer it or sell it locally at a competitive price.

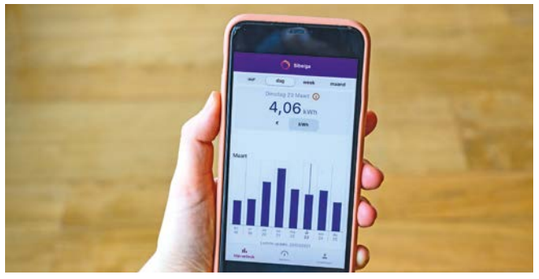
MAY

Public consultation on the Electricity and Gas Development Plan 2025–2029, which sets out the strategic investments planned for the next five years. The Development Plan was approved by the Government following the positive opinion of the regulator, Brugel.

JULY

Launch of a new electrical training course. The *Institut Technique Supérieur Cardinal Mercier* and Sibelga join forces to train future electrical technicians. The electricity sector is booming, and the demand for qualified technicians is growing all the time. Students undergo six months of practical and theoretical training.

NOVEMBER



Launch of the MySibelga mobile application. This new app enables all Brussels customers equipped with a smart meter to view their electricity consumption data. Access to clear, detailed information allows them to better understand, monitor and optimise their day-to-day energy consumption.

DECEMBER

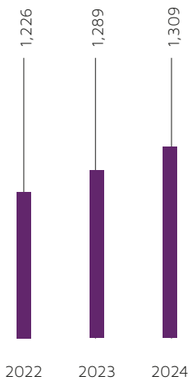
Approval of the new distribution tariffs by Brugel. The regulator has approved Sibelga's tariff proposal for the period 2025–2029. These rates clearly anticipate the challenges of tomorrow while ensuring that everyone has access to reliable, high-quality energy that is adapted to the needs of a world in transition.

Our progress in figures

SMARTGRID

+20

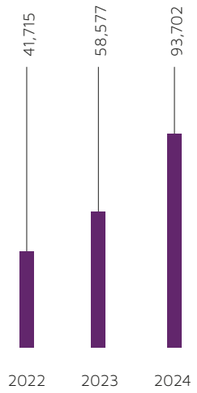
remote controlled
high-voltage cabins



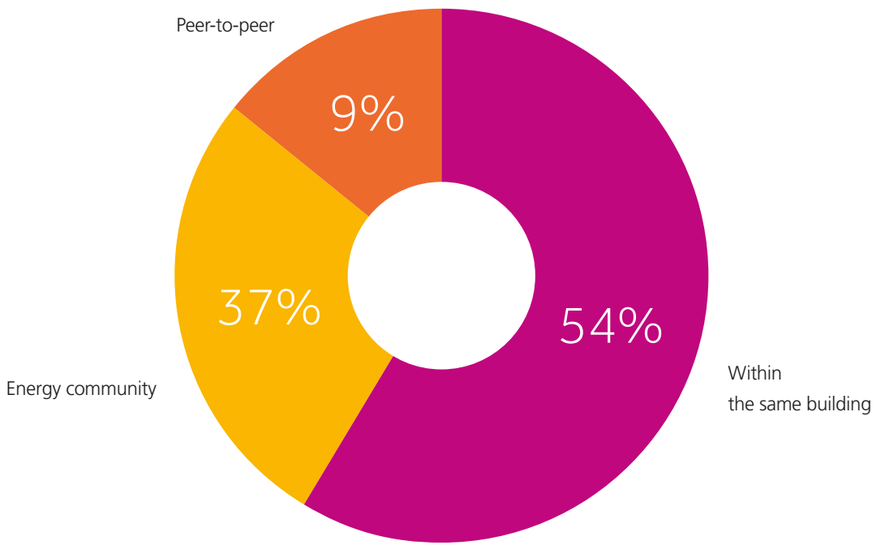
SMART METERS

+46,169

smart meters installed



ENERGY-SHARING (IN NUMBER OF PARTICIPANTS)



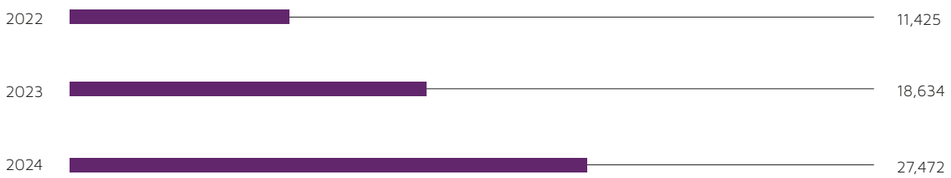
PUBLIC LIGHTING

30%

30% of the 90,500 light points managed by Sibelga are already equipped with LEDs

35%

The aim is to reduce energy consumption by 35% by 2030 compared with 2020. The reduction achieved in 2024 is 9% compared with 2023



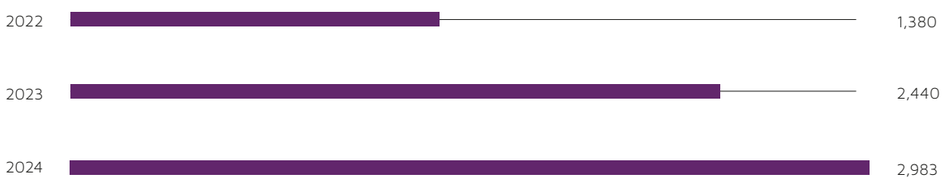
ELECTRIC MOBILITY

22%

recharging points installed on roads, with the aim of reaching 22,000 points by 2035

37%

of requests for power increases from business customers concern the charging of electric vehicles



Our activities

This annual report is divided into four chapters. They cover our three roles, as well as our commitments to corporate social responsibility.

1. MANAGING YOUR ELECTRICITY, NATURAL GAS AND PUBLIC LIGHTING

We're readying our infrastructure to meet the energy needs of tomorrow for all our customers in Brussels. On the one hand, we want to improve the quality of our services to our customers by limiting the impact of roadworks, as well as breakdowns and energy interruptions, thanks to an (increasingly) smart network.

On the other hand, as the world moves towards a decentralised and decarbonised model, it is crucial that we listen to our customers and ease the change. That is why we are focusing on information and awareness-raising, public consultations and dialogue with all stakeholders.

2. MARKET FACILITATOR

Since the liberalisation of the energy market and the start of the energy transition, new players have arrived on the energy market. All these actors need reliable, high-quality data. As a "neutral" data manager, Sibelga's role is to collect, validate and transmit the data securely and in compliance with data protection regulations, while sharing its expertise.

In this respect, smart meters represent the cornerstone of the energy transition: the data they supply will be key to operating the smart grids of the future, and to the new energy services offered on the market.

3. A PARTNER OF PUBLIC AUTHORITIES

As a public service company, we support the public authorities in their actions and their duty to set an example in terms of energy renovation and green mobility. We have set up specific programmes financed by the Region, such as RenoClick, ChargyClick and MobiClick, to organise, support and boost public authority projects to achieve regional objectives in these areas.

In addition, we are driving the implementation of Brussels' energy policies in the field of social protection through our role as a social supplier.

4. SIBELGA, A COMMITTED COMPANY

As a public service, social responsibility has been at the heart of our day-to-day activities for many years. We are taking concrete action on sustainable development and reducing our carbon footprint, as well as on the circular economy, the well-being of our teams, our commitment to society and cybersecurity.

Grid operator

"We are readying our infrastructure to meet the energy needs of tomorrow."

BUILDING THE FUTURE WITH TARGETED INVESTMENT

The work to ready tomorrow's network starts today. With this in mind, in 2024, Sibelga fine-tuned its five-year development plan, covering the period 2025–2029. Approved by the Government, this plan earmarks more than €500 million of investment to strengthen the electricity grid, while a specific budget of €45 million will be allocated to maintain the gas network.

This plan, designed in an accessible and dynamic format, is based on a number of in-depth studies and simulations carried out using advanced forecasting tools. In a rapidly changing energy context, these new approaches enable Sibelga to anticipate changes to the network and to plan and target the investment needed to support the transition effectively.

More than

500 € million

will be invested in developing the electricity network between 2025 and 2029

In practical terms, these investments are a response to the challenges raised by changes in energy use. The growth in the number of charging points for electric mobility, the increase in the number of solar panels and the development of heat pumps are all driving up demand for electrical power. In response, Sibelga is continuing to roll out a 400-volt, low-voltage network, which will partially replace the 230-volt network in order to increase the network's transmission capacity.

The switch to 400 volts requires the installation of special cables and transformers, as well as, in some cases, the upgrading of customers' electrical installations. Sibelga's new 400-volt policy provides for a systematic study of the advisability of installing 400 volts when replacing old cables. All customer installations compatible with this voltage are automatically connected to the new network, while the others remain connected to the renovated 230-volt network. A pragmatic management approach that accelerates the increase in overall grid capacity without excessive investment.

At the same time, no fewer than 350 network construction sites were under way in 2024 to implement Sibelga's development plan. Notable achievements include the relocation of an electrical distribution substation located in the basement of the Palais du Midi, made necessary by work on line 3 of the STIB metro. This move required a meticulous study because of the density of the area. The new RTBF building has also been connected to gas and high voltage. Finally, history was made during the roadworks on the Avenue des Croix de Feu, where Sibelga was responsible for adapting the street lighting: "50 metres of pipes have been installed in anticipation of the future heating network that will have to run through this area," explains Ives Goovaerts, Head of the Design and Construction Department.

APPROVAL OF DISTRIBUTION TARIFFS 2025–2029

At the end of 2024, the regulator Brugel approved Sibelga's tariff proposal for the next five years. The new gas and electricity distribution tariffs reflect a balanced approach between controlling costs for Brussels households, supporting the energy transition and encouraging efficient grid management.

Electricity tariffs factor in a cost projection that includes, in addition to the usual investments, investments linked to

350

network construction sites were under way to implement Sibelga's development plan

the energy transition, such as the rollout of smart meters, network reinforcement to integrate new uses, the Smart Grid and energy sharing. These tariffs are also based on a conservative projection of electricity consumption volumes over the period 2025–2029.

Gas tariffs take on board measures to support the energy transition, with a gradual reduction in the use of fossil gas by accelerating the necessary investments. They also cover network maintenance, which is essential to guarantee safety.

Overall, distribution tariffs are increasing by 13% for residential customers, mainly to catch up with inflation, reflect the cost increases of recent years and anticipate the expected fall in consumption.

A COMPLEMENTARY CONDITION: ADAPTING CONSUMER HABITS

All the tariffs applicable to technical and administrative services, such as opening a meter or connection work, have also been approved by the Brussels regulator. Among these changes, a specific tariff has been introduced for connection point reinforcements of more than 9.2 kVA. "It's a first step towards a change in mindset," explains Laurent De Wolf, Controlling & Tariff Manager. "From January 2025, a new single contribution tariff for low-voltage network reinforcements will come into force for customers requesting capacity greater than 9.2 kVA. This is designed to encourage customers who submit high power requests to be more responsible while lessening the financial impact on the community as a whole. By encouraging users to spread their electricity use more evenly and reduce peak capacity needs, it will help distribute network costs more fairly."

In the same spirit, the 2025 tariff system will continue to support self-consumption and energy sharing, promoting more local energy balance.

Looking further ahead, from 2028, an even more advanced pricing system based on smart meter data will

be introduced. By influencing everyday behaviour, it will help to reduce excessive peaks, particularly in the evening, limiting the risk of congestion. This approach focuses on targeted investment, making smarter use of the existing network rather than over-investing in it. In practical terms, this new pricing system will introduce different tariffs for different time slots, encouraging customers to use their flexible loads (such as electric vehicle charging) during the day or at night rather than in the evening.

THE FOUNDATIONS OF AN EVER-SMARTER NETWORK

The increase in the proportion of renewable generation and new energy uses are making grid management more complex. For better management and to prevent the risks of congestion, the grid must incorporate so-called intelligent technologies to become a true "smart grid".

To the satisfaction of the regulator, Brugel, Sibelga drew up and published in early 2024 a *Roadmap Smart Grid,* aimed at steering the electricity grid towards ever greater intelligence. The roadmap outlines the challenges to be met and the actions to be taken between now and 2030, in order to maintain a secure and reliable distribution network while integrating new uses linked to consumption and decentralised production, such as recharging electric vehicles, solar panels and new ways of heating.

In concrete terms, this smart grid is based on a number of elements, such as remotely controllable equipment, data transmitted in real time in electricity cabins and data from smart meters. One of Sibelga's priorities in this area is to enhance network observability. In short, having optimum visibility of real-time energy flows on the network via measurements and estimates. To achieve this, measuring devices have been deployed throughout the infrastructures in recent years, and this policy will continue until around 2030. Eventually, all transformers will be equipped with telemetry to send power data to the control centre in real time.

Two other innovative, closely linked projects are also being developed to make tomorrow's electricity network even smarter and optimise investment planning.

PowerOn BT, a real-time visualisation and monitoring system for the low-voltage network, will be used for the first time in the first half of 2025 after four years of development. Its aim is to enable remote management of the entire electricity grid, speeding up troubleshooting and providing real-time monitoring. "This tool overlays a detailed map of the Brussels-Capital Region with a highly accurate model of the electrical grid: each type of network component is graphically represented and can be displayed independently – including individual solar panels. And for each asset on the network, we will have real-time measurements, such as the load on a cabin at a given moment. The aim is that, within five years, data from all processors will be included in this programme. By the end of 2024, we already had 350 ready to be connected. We have also developed an algorithm to estimate decentralised generation," explains François Chevalier, Head of Network Control.

The Digital Twin will perfectly duplicate the network and, thanks to observability and behavioural change scenarios, will be able to simulate the impacts of the energy transition over the long term, looking ahead to 2040–2050. "In 2024, we defined the methodology and worked on writing different scenarios for the evolution of the network load, imagining how solar panels, electric vehicles and heat pumps might grow and distributing them geographically on the electricity grid. Then, we tested them in the *Digital Twin*. We are now analysing the results, both in terms of the investment required and the impact on the development plan," says Alexandru Ofrim, Head of Investments & Maintenance Electricity.

THE FUTURE OF HEATING AND HEATING NETWORKS

Along with Brugel and Brussels Environment, Sibelga is taking part in the Energy 2050 Task Force, launched by the Brussels Minister for Energy. The first roadmap developed is based on consumption forecasts and a study that identified potential energy sources by geographical area. One of the alternatives for partially replacing natural gas is the development of heating networks. In this area, Bruxelles-Energie and Sibelga have decided to join forces. The two entities signed an MoU that quickly led to the installation, in autumn 2024, of the first section of the network linking the Brussels incinerator to Neder-Over-Heembeek. The next step is to set up a structure dedicated to developing these networks.

Sibelga is also participating in a European call for projects with a view to developing a 5th generation heating network (heat and cold) in the North district.

To further shore up our expertise in this field, members of Sibelga's Technology Centre, Construction and Energy Transition teams took part in technical training courses on heat network installation, design and technical constraints. Valuable discussions were also held with Fluvius, which also has experience in this area.

GAS NETWORK AND DECARBONISATION

While keeping our sights on the energy transition in the run-up to 2050, it is important not forget the need to maintain the performance of the gas network, which is essential both for safety and for the future distribution of carbon-free gas. This involves maintaining network and customer cabins, renovating certain pressure relief lines in stations (interfaces between Fluxys and Sibelga to lower gas pressure), and relocating pipelines during works or installing them to connect new housing estates.

"In 2024, for example, we replaced four 500 mm-diameter valves just outside the Quai des Usines station to prepare for the works in 2025, and installed around fifteen new customer cabins," says Régis Cornet, Deputy Head of Gas Operations.

AN INCREASINGLY RELIABLE NETWORK

A new record for low unavailability of the electricity network: over the whole of 2024, business customers with a high-voltage cabin had to contend with only 6'07 minutes of unavailability, of which only 4'28 minutes were attributable to Sibelga (compared with 7'56 minutes and 5'46 minutes in 2023). "The number of outages attributable to Sibelga is falling, a trend that has been confirmed over the last twelve years. This proves the effectiveness of our investment policy, both in terms of the targeted replacement of cables and the response speed, made possible by advances in remote monitoring and remote controls," says Dirk Willems, Head of Electrical Operations.

For residential customers connected to low voltage, the average unavailability stood at only 9'54 minutes in 2024 (excluding planned outages), a continuous improvement since 2020.

ELECTRIC MOBILITY ON THE RISE

With its sights set on moving away from thermal mobility, the Brussels Region wants to install 22,000 publicly accessible charging points for electric vehicles by 2035. Sibelga, in partnership with Brussels Environment, Brussels Mobility and local authorities, is responsible for coordinating the deployment of on-street charging points. In 2024, almost 300 new stations, or almost 600 charging points, were installed, bringing the total to around 2,983 charging points.

The target of having a charging point within 150 m had already been achieved by 2023. "This year, we've increased the network density in the areas where we've seen the highest use of stations. This is done in close collaboration with the local authorities. Together, we have identified the best locations to avoid putting too much of a strain on parking. What's more, the perimeter around the new stations has been widened to make them more accessible to people with reduced mobility," points out Nicolas Spilleboudt, Green Mobility Project Manager.

As part of the current rollout, 41 charging points have been integrated into street lighting poles to share infrastructure and reduce urban clutter.

Finally, on the high-voltage network, more than a third (37%) of requests for power increases from business customers relate to the connection of charging stations. "We are receiving an increasing number of requests from companies, institutions, hospitals, shopping centres, etc. to increase their power in order to install electric vehicle charging stations on the high-voltage network. In 2024, we carried out 26 connection studies, including for Clinique Saint-Luc, Haren prison and the Mercedes site," explains Alexandru Ofrim, Head of Investments & Electricity Maintenance.

CUTTING THE ENERGY CONSUMPTION OF PUBLIC LIGHTING

The 90,000 or so luminaires in the local authority's public lighting network have consumed 9% less energy than in 2023, thanks to the replacement of 8,838 light points with LEDs. Around 30% of the network has already been converted to LEDs, with the aim of reaching 100% by 2030, and we are halfway towards our target of a 35%

reduction in energy consumption by 2030 compared with 2020.

During the switchover to LED, Sibelga is also taking the opportunity to install a "smart" lighting system, capable of sending and receiving information from each luminaire individually so that it can be dimmed as required, of controlling the luminaires remotely and of sending alerts in the event of a malfunction.

"Dimming is also useful for reducing light pollution and its impact on biodiversity. For example, we can reduce lighting intensity by 30% to 40% at night in certain places, in an extremely precise way, while still meeting the needs of pedestrians and motorists," explains Serge Lamborelle, Head of Public Lighting.

The strategy put in place to accelerate the switch to LEDs has a positive environmental and budgetary impact, since the poles are not systematically replaced. Only the necessary components are modified on the luminaire's "head" and in some cases it entails merely retrofitting the light source, with most of the existing installation still in good condition being retained. This is a major advantage when it comes to maintaining the artistic character of older luminaires.

Technicians are now working with a new digital app on their tablet to transmit all the useful information and photos more quickly, while Brussels residents can report a faulty luminaire by selecting it on an interactive map (at www.sibelga.be) and then track the progress of the repair.

TECHNICAL REGULATIONS & SPECIFICATIONS

A number of technical regulations were clarified in 2024, such as the obligation to notify Sibelga in advance of any installation of solar panels; the rights and obligations regarding energy storage batteries; the abolition of the 22 kW limit for electric vehicle charging points; the definition of a 9.2 kVA reference power for residential customers; and the alignment of the Technical Regulations with the new tariff grid.

"To make life easier for customers who are moving house or changing suppliers, we have also incorporated all the rules that directly concern them into the Technical Electrical Regulations, whereas previously they had to consult the MIG (Market Implementation Guide), which describes the market processes," explains Quentin Peiffer, Manager Legal Service.

CLOSE TO ALL OUR CUSTOMERS TO MEET THEIR NEEDS

Understanding the needs and concerns of our customers and partners requires us to maintain a proactive dialogue with them. Numerous initiatives are being taken to this end, including meetings, workshops, training courses and participation in events.

With regard to business customers, examples include a targeted mailing explaining how to optimise their energy bills; a dedicated communication to installers of charging stations and leasing companies to support them in their projects to install charging stations; a workshop to gather feedback for the development of a new consumption monitoring tool in the context of public building renovations; our participation in the *Federia* conference for the property sector and the *Salon de la Copropriété*, not forgetting Sibelga's first Mobility Day, which brought together nearly 150 participants (building managers, installers, car park owners, etc.).

"The annual satisfaction survey conducted among our business customers gives us a good measure of how well we're doing: in 2024, they were very satisfied with the services and interactions with Sibelga; the overall satisfaction score being 82%," announces Quentin De Clerck, Head of Customer Account Management.

Another survey targeted a selection of key account customers (with cabins over 1 MVA) to ascertain their energy consumption forecasts, their views on alternative energy sources to gas, and to identify potential collaborative projects that could lead to a partnership with Sibelga.

As for the general public, initiatives include the *Fier de ta borne (Proud of your charging station*) communication campaign that informed them of the obligations they have to fulfil, and the information campaign against carbon monoxide poisoning, run in collaboration with the Poisons Centre and the Brussels Fire Brigade.

37%

of requests from business customers for an increase in electricity capacity relate to electric mobility

ALWAYS CLOSER TO ITS CUSTOMERS

Sibelga makes it a point of honour to be accessible and inclusive. Our residential customers can call us at the Contact Centre, which receives 230,000 calls a year, write to us, with over 70,000 emails and letters processed in 2024, or come and meet us. "Sibelga is one of the few companies still offering this service. Our customer service desk, which receives around 6,500 visits a year, enables people who are not comfortable contacting us online or by telephone to obtain information and support, thereby helping to reduce the digital divide. This availability is particularly important for vulnerable people who need help with administrative formalities or payment plan arrangements," explains Olivier Demanet, Head of Customer Management.

The ordinance, modified in 2022, organising the gas and electricity markets introduced extended protection measures for Brussels customers affected by fuel poverty. One such measure involves the automatic transfer to the supplier of last resort for customers who are entitled to the federal social tariff, under specific debt-related conditions. As a result of this measure, Sibelga's social role has been significantly strengthened: the number of customers in fuel poverty supplied by Sibelga has risen from 2,500 in 2022 to more than 10,000 in 2024. Nearly 50,000 calls were made to inform these customers and make them aware of the support available.

Market facilitator

“We provide new market players with key data and our expertise. “

ENERGY SHARING IS BECOMING MORE WIDESPREAD

Authorised since 2022 in Brussels, following the revision of the Electricity Ordinance, energy sharing allows local producers of green electricity to share their surplus energy with one or more consumers.

The number of energy-sharing participants has almost tripled in one year, reaching 1,280 by the end of December 2024, with 164 projects and a total output of 8.5 MWp. Sharing within the same building is currently the most popular (54% of participants), followed by energy communities made up of producers and consumers in the same neighbourhood (37%) and peer-to-peer sharing between neighbours or family members (9%). To develop new consumption patterns, Sibelga is working closely with a working group comprising Brussels Environment, Energie Commune (the designated facilitator for Energy Sharing and Communities), the office of the Brussels Minister for Energy and the regulator Brugel. The discussions focus on changes to energy sharing and customer processes, the alignment of certain specific points such as the terminology and vocabulary used in communications or on the feedback from participants collected by the facilitator.

ROLLOUT OF SMART METERS ACCELERATES

Smart meters are one of the cornerstones of the energy transition. They are of interest to customers (monitoring and optimisation of consumption, energy sharing, energy services, etc.), to market players (emergence of new products/services, billing based on actual consumption rather than estimates, etc.) and to the electricity grid operator (better visibility of the network’s state of load, the impact of behaviour, etc.).

1,280

Energy sharing participants in Brussels

93,702

smart meters installed in the Brussels-Capital Region

"Sibelga's teams have achieved the feat of installing 93,702 smart meters in 2024, compared with 25,000 the previous year. The Brussels-Capital Region now has a total of 93,702 and sets out to have 80% of the entire park replaced by the end of 2030," explains Johan Crols, Program Manager Smart Metering. The rate of installation will accelerate even further between now and then, thanks in particular to the roll-out by geographical area in 2025–2026.

"Based on a successful pilot test carried out in Etterbeek, we will now be replacing meters on a zone-by-zone basis, giving priority to the oldest devices and owners of solar panels, which require a smart meter. We'll also be including a few streets where all the meters will be replaced in order to improve efficiency," notes Thomas Defawe, Metering Infrastructure Expert.

A customer satisfaction survey carried out after the technician visits showed a satisfaction rate of 86%.

PREPARING FOR DATA SHARING

What distinguishes the smart meter from the traditional electro-mechanical meter is its ability to electronically record daily electricity consumption and injection, store this data and transmit it remotely to the distribution network operator.

Deploying smart meters on the grid is just the first step. Secondly, it is essential to be able to offer new services and, in particular, to organise the sharing of the data collected, in a secure manner and in strict compliance with data privacy rules. Among the first initiatives rolled out, the MySibelga digital consumption monitoring app enables all customers in Brussels to view the data from their electricity meter, so they can better monitor and optimise their consumption.

Sibelga is also preparing to make data from smart meters available to energy suppliers. This essential step will pave the way for new opportunities, such as dynamic tariffs, which will make it possible to adopt electricity contracts where the price varies according to market fluctuations. Unlike the current system based on a single annual reading, these new contracts will offer the ability to adjust consumption to hours when prices are most favourable.

FLEXIBILITY: A KEY FACTOR IN THE ENERGY TRANSITION.

The energy transition requires increasingly intelligent and flexible networks capable of managing diversified and intermittent energy flows. One of the major challenges lies in balancing production and consumption, on a national scale, particularly in the face of the growing importance of renewable energies. To respond to this, flexibility becomes essential, in particular through the direct involvement of the market and consumers.

This flexibility takes two complementary forms. **Implicit flexibility**, on the one hand, is based on the adaptation of electricity tariffs: by offering lower prices at times when energy is abundant and the network is under less pressure, suppliers could encourage their customers to shift their usage in line with supply and demand. "Thanks to these new electricity tariffs, customers will be encouraged to consume at times when energy is abundant and the grid is under less pressure, thus benefiting from more advantageous prices," explains Daphné Benzennou, Market Evolution Manager, recently appointed Chief Strategy Officer. On the other hand, **explicit flexibility** is based on remunerated contractual mechanisms, enabling certain users to voluntarily adjust their consumption to help balance the network.

In addition, in 2024, grid operators analysed the first solutions for activating flexibility in the event of surplus production from solar panels, a situation that is becoming increasingly common.

Until now, these flexibility services were mainly reserved for high-voltage network users. However, a major change is underway: various projects are in the pipeline to extend these opportunities to low-voltage network users, thereby expanding the role of consumers in the stability of the electricity system.

CONSTRUCTIVE COLLABORATION BETWEEN NETWORK OPERATORS

To rise up to the challenges of the energy transition, distribution system operators (DSOs) are playing an active role within Synergrid, the Belgian federation of gas and electricity network operators. This forum fosters the exchange of best practices, knowledge, and expertise, helping to shape integrated and harmonised solutions nationwide. Among these initiatives is the updating of federal and regional technical regulations, which define the rules of application for decentralised production units (solar panels, wind power, batteries, cogeneration, etc.).

One of the major changes concerns the revision of federal technical regulation C10/11. Previously, these regulations prohibited the connection of production units, such as solar panels or domestic batteries, to a conventional electrical socket. Following a public consultation organised by Synergrid and a joint proposal by the Belgian DSOs, this ban was lifted with the approval of the regulators in October 2024. There will be a six-month transition period to allow the equipment concerned to be approved. From April 2025, plug & play solar and battery solutions will be available in Belgium.

However, these new units will have to comply with the same legal obligations as conventional facilities. Owners will have to install a smart meter, declare their installation to Sibelga, whatever its power level, and use approved equipment that complies with standard C10/26. However, Brussels regulator Brugel will not issue green certificates for "plug & play" installations.

At regional level, Sibelga also updated the CCLB111 technical specifications in 2024. The aim is to simplify and standardise installations of more than 30 kVA, thereby reducing material and engineering costs for customers subject to remote monitoring obligations.

Finally, as part of the development of the smart grid and in anticipation of changes to the Belgian and Brussels electricity grids, the threshold for eligibility for remote monitoring has been lowered from 1 MW to 500 kVA. This measure aims to better distribute any power restrictions between industrial production units in the event of grid congestion, while improving real-time monitoring of production units connected to Sibelga's high-voltage grid.

A partner of public authorities

"Dedicated services to support efforts by the public authorities to achieve their climate objectives."

Nearly

90%

satisfaction with the Comprehensive Renovation service

RENOCLICK, THE ONE-STOP SHOP FOR RENOVATION PROJECTS

Public authorities undoubtedly have a leading role to play in reducing the carbon footprint of buildings in Brussels, with a target set for 2040. It is therefore essential to act quickly, as the complete renovation of public buildings will span several years. Since 2022, RenoClick has been the one-stop shop where regional, local and community authorities in Brussels can request support from Sibelga for all their sustainable renovation projects for public buildings such as schools, crèches, offices, sports and cultural centres, libraries, police stations, nursing homes, etc.
It is part of the RENOLUTION regional strategy and is financially supported by the Brussels-Capital Region and NextGenerationEU.

Five support and expertise services are available to them: An **energy consumption monitoring tool**, which makes it possible to analyse (over)consumption, and therefore identify the most energy-intensive buildings. The Move application, one of the modules of this tool, helps public authorities manage the move-in and move-out processes related to utility meters in rental properties. A new, even more efficient version is on the cards for 2025. **The Roadmap** has been created to structure and prioritise energy renovation or improvement initiatives, including in terms of work costs and energy profitability. This new feature, which complements the consumption monitoring tool, was presented in December 2024 at an event dedicated to feedback on RenoClick. On this occasion, Brulocalis, the Brussels and Ixelles CPASs, Koekelberg local authority, the SPRB and the SIAMU shared their experiences. The **Comprehensive Renovation** service covers aspects such as insulation, window frames, finishing, etc. Initial results from the satisfaction survey of the public authorities involved in the ten or so projects currently underway are showing scores close to 90%. As for the **Targeted Renovation** service, it concerns targeted work such as HVAC systems, the installation of solar panels or roof renovation. In 2024, 18 large-scale projects have been launched (notably for the SIAMU), for roof renovation (10,000 m²) and the installation of solar panels (1.5 megawatt-peak over 7,000 m²). HVAC renovation projects (for example, for the Brussels CPAS) are also gaining ground (€427,000 on average). Around 90 projects have been completed since the scheme was first launched, with the emphasis on low-carbon solutions. Lastly, the **central energy purchasing office**, which covers more than 10,000 public consumption points, simplifies the steps related to energy contracts.
"Before starting work, it is often necessary to relocate activities during the works and to obtain planning permission. In 2024, Sibelga awarded the first public contracts (framework agreements) to design offices and architects, as well as the first 'contractors' framework agreement. "The first test contractor contract was awarded to renovate HipHop School," says Thomas Raes, Head of Customer Account & Energy Transition Solutions, since appointed Chief Client & Market Officer.

In accordance with the management contract governing the RenoClick mission, specific sustainable features must be taken into account in comprehensive renovations, particularly in the choice of renovation materials. As the project is supported by the European Union, the DNSH (Do No Significant Harm) principle that takes on board six environmental goals set by the EU, must also be respected.

By the end of 2024, more than fifty buildings had already been visited to assess their renovation potential.

MOBICLICK, 54 PUBLIC AUTHORITY MEMBERS

The Brussels-Capital Region is committed to achieving ambitious climate and air quality targets, including a ban on internal combustion vehicles in the capital from 2035. The Brussels authorities, for their part, are being called upon to take the plunge as early as 2025: since 1 January, they have only been able to purchase or hire "zero-emission" vehicles, whether cars or MPVs (multi-purpose vehicles). They are also required to install charging points for electric vehicles in 10% of their office car parks, compared with 5% for public car parks.

To facilitate this development, take advantage of low prices and benefit from personalised support, including the installation, connection and maintenance of charging stations, Brussels public authorities can call on the MobiClick purchasing group, which 54 of them have already joined. In anticipation of these obligations, activity in 2024 was brisk: "We visited 26 sites, sent out 22 bids and installed 88 charging points across 16 projects," explains Nicolas Spilleboudt, Green Mobility Project Manager.

HIGHLIGHTING HERITAGE AND BIODIVERSITY

In collaboration with local authorities, Sibelga also lends its expertise for the illumination of many public buildings. "For example, we are working with Urban Brussels to showcase the features of five listed buildings that represent the very best of Brussels Art Nouveau: the Hôtel Hannon, the Hôtel Van Eetvelde, the Maison Cauchie, the Musée Victor Horta and the Hôtel Solvay," " points out Madjid Teklal, Project Manager Illuminations and Coordinator of Urban Projects.

Finally, the *Bat light district* project has been awarded the LUCI Cities & Lighting Award 2024 by the *Lighting Urban Community International* network. Launched in 2021 under the initiative of the municipality of Jette, this pioneering project has tested a number of innovations, including changing the colour of luminaires along a bat flight corridor. Twenty protected species of bat in the Brussels region can see an improvement in their habitat thanks to appropriate urban lighting measures.

10,000 m²

of roofs renovated as part of the RenoClick one-stop-shop

A committed company

“Concrete actions for the environment, the community and the well-being of our teams.“

GETTING READY FOR OUR CSRD REPORT

Sibelga continued to prepare its first sustainability report, which will be published in 2026, in accordance with the European CSRD (*Corporate Sustainability Reporting Directive*). In the wake of the dual materiality analysis carried out in 2023 to identify the environmental, social and governance topics that have an impact on Sibelga and its stakeholders, the gap analysis identified important data not yet collected.

“In discussions with all the departments, we drew up a roadmap setting out all the qualitative and quantitative data to be collected – around 580 in all – as well as a list of current projects to facilitate the drafting of the report, including the most representative projects. As a result, we are now ready to produce our first report,” says a delighted Martin Tombal, Sustainability Officer, who is part of the new ESG team set up in 2024.

The Taxonomy analysis, a regulatory requirement linked to the CSRD to classify the sustainable share of the company’s activities, was prepared in 2024 and will be carried out in 2025.

MEASURING OUR CARBON FOOTPRINT

Since 2019, Sibelga has implemented a process to measure its carbon footprint in accordance with the GHG Protocol, an international standard designed to account for and reduce greenhouse gas emissions, and assesses the impact of different projects on reducing its footprint. The current trend is positive and the figures will be made public in 2025 and included in the CSRD report published in 2026.

MONITORING OUR GREENHOUSE GAS EMISSIONS

Europe’s carbon emissions trading scheme (ETS) has been expanded to include new sectors. The new scope, known as ETS2, now covers emissions from transport and heating in buildings, and requires emissions to be monitored and reported from 2025. As an energy supplier to protected customers, Sibelga is one of the companies involved in the carbon dioxide (CO_2) emissions trading scheme. It must now have a greenhouse gas emissions permit and will have to acquire allowances to cover the emissions from this small part of its activities.

580

qualitative or quantitative data to be collected for our 1st CSRD report

“In 2024, Sibelga’s *Monitoring Plan*, required to obtain the emission permit, was defined and approved by Brussels Environment. At the end of April 2025, we will submit our first report on our 2024 emissions. And from 2027 onwards, emission permits will be linked to the purchase of allowances at auction,” explains Ona Vanden Bergh, Environmental & CSR Expert.

CYBERSECURITY IS MORE IMPORTANT THAN EVER

Since the end of 2022, the FPS Economy has designated Sibelga as an essential service operator in accordance with the European NIS (Network and Information Security) Directive. The aim of these regulations is to strengthen cybersecurity within the European Union, paying particular attention to strategic sectors such as energy, which rely on IT and telecommunications infrastructures. Distribution network operators, including Sibelga, are therefore directly concerned.

As soon as it was recognised as such, Sibelga took the lead by introducing an information security management system. In 2023, it began a certification process to meet the requirements of the NIS2 directive, which was adopted into Belgian law in 2024. This new version broadens its scope by identifying “essential entities” rather than “services”, thus integrating Sibelga as a whole.

“This means that cybersecurity is and remains a priority at all levels of the organisation. We need to implement enhanced security measures to counter potential cyber attacks. The aim is to obtain ISO 27000 certification, a benchmark in the field, by 2027,” says Benjamin Domange, Head of Corporate Transformation & Information Security.

This involves making Sibelga employees more aware of IT security risks in their day-to-day work and investing in security tools, such as next-generation antivirus software that uses AI and monitors unusual behaviour.

In 2024, Sibelga stepped up its prevention initiatives, in particular by organising four anti-phishing campaigns, compared with just one in previous years. In addition, the *Digital & Cybersecurity Days* offered workshops and activities, such as an escape room, suitable for all levels of the company, from technical staff to members of the Management Committee. Sibelga also took part in a crisis management exercise organised by the Belgian Cybersecurity Centre (CCB), the national contact point for the NIS2 directive.

AI: MASTERING INNOVATION SAFELY

Sibelga is adapting to the extremely rapid rise in the use of artificial intelligence in its sector. The teams in charge of IT architecture, cyber security and data protection worked together to draw up recommendations with a view to selecting a limited number of AI-enabled work tools. This is a pressing need, both in terms of budgetary efficiency and cybersecurity, as the risk of confidential data being leaked when using these new tools should not be underestimated. These recommendations will be applied as of 2025.

Sibelga has also launched pilot projects using AI, particularly in the contact centre. A virtual assistant, designed to provide quick, practical answers to customers’ most frequently asked questions, is currently being tested.

In the future, AI could be used in other areas and contribute, for example, to predictive maintenance in grid management, thereby reducing the risk of outages.

GREENING OUR FLEET

To reduce its carbon footprint, Sibelga is continuing to green its fleet of commercial vehicles. In 2024, we were awarded the *Zero Emission Van Trophy* by Transportmedia Belgium and FEBIAC, underlining our ongoing efforts towards more sustainable mobility in Brussels. 67% of our 450 commercial vehicles already use alternative fuels

(20% are 100% electric vehicles, the others run on CNG). As a result of our soft mobility policy, the number of car journeys has fallen in recent years: 54% of employees commute to work by car (compared with 62% in 2020), 32% by public transport and 12.5% by bicycle.

"Around 20 new electric light commercial vehicles were delivered in 2024 for our meter readers and site supervisors, as well as 24 ID.Buzz vans for our technicians. What's more, users of our fleet of shared and utility bikes have travelled more than 4,000 km in one year, mainly to make local rounds or to go to appointments in the city centre," adds Grégory Navet, Mobility, Fleet & Tools Manager.

Finally, our car park has more than 80 charging points, exceeding the requirements of the regional CoBrACE plan, which will apply to semi-public car parks from 2025.

ATTRACTING NEW TALENT

At the heart of a highly competitive Belgian employment market, Sibelga is faced with the reality of a shortage of talent on the market. The need to stand out from other employers in order to attract new employees is therefore of paramount importance.

Strengthening Employer Branding has therefore been a major focus of the HR strategy for 2024. Sibelga has stepped up its initiatives by taking part in high-profile events such as the Bright Festival, the Brussels 20K, the Van Damme Memorial and the Anderlecht-Union football match. At the same time, four *Selection Days* were organised to recruit mainly technical profiles, and a first event with Sibelga's active ambassadors was held in the presence of the General Manager and the Human Resources Director. This attractiveness strategy has also been rewarded: Sibelga was ranked among the Top 5 most attractive employers in Randstad's Employer Branding survey, a distinction that underlines its position as one of the companies most appreciated by talented people. Sibelga was also certified as a Top Employer for the 13th year running.

"In 2024, the number of applications received totalled 5,200, a 13% increase, and we recruited 216 new talents (+14% compared to 2023) and the *Jobs* page on the website recorded a 94% increase in visitors," explains Jan De Bruyne, Head of Recruitment & Selection.

Technological innovation is playing an increasingly important role in working methods. In addition, to support the training of future technicians, an innovative project has been launched in collaboration with education sector partners. This is a virtual reality project that allows students to test their knowledge of electricity in an immersive environment. This educational software, designed to reinforce the learning of technical skills, was created with the support of the Exploratory Committee.

216

new talents (+14% of recruitments)

Other collaborations have also been established, notably with Green Energy Park, a VUB spin-off specialising in energy distribution and transition, and with BTeCH, a Brussels-based training centre that plays an active role in training technicians. The partnership with the Cardinal Mercier Institute has been renewed to strengthen ties with technical education.

2024 saw a strong recruitment and training drive, supported by technological innovations, strategic partnerships and targeted Employer Branding initiatives.

DEVELOPING A LEADERSHIP CULTURE

The Gotobe project drew to an end in 2024 during *Gotobe Days* offering various activities such as coaching sessions and experience sharing. This initiative has made it possible to integrate the practice of leadership into Sibelga's corporate culture, with a positive effect on interpersonal and inter-team collaboration. It contributes to this culture, which is essential to the development, performance and well-being of our employees. "The *Tell Us Everything* survey was also conducted with an excellent 63% participation rate to assess engagement and job satisfaction within the company. The results are currently being analysed," says Benjamin Alen, Manager People Strategy & Change.

ENSURING STAFF SAFETY AND WELL-BEING

Every year, Sibelga steps up its initiatives to prevent accidents in the workplace and promote the well-being of its employees.

Among the initiatives in the 2024 prevention plan, the *Stop Week* met with great interest. It consisted of visiting worksites entrusted to subcontractors to check compliance with safety rules.

Another new development is the change of external occupational health service provider – around 600 people undergo medical check-ups every year. This enabled us to re-analyse the risks of the company's many business lines from a fresh perspective.

"The frequency and severity rates for accidents at work in 2024 will be the best for a decade. While we are delighted with this development, regrettably, a serious accident occurred when a gas connection was cut. We must never forget that carrying out work on gas or electricity networks involves a high level of risk, which means we have to remain extremely vigilant," points out Magali Rosselle, Manager Safety Experts & Administration.

A new short-circuit simulator, developed by the Technology Centre, has been incorporated into the basic electricity training course.

In terms of well-being at work, a new external coach has been appointed to contact long-term absentees to maintain the link with Sibelga and help them return to work under the best possible conditions. Employees can also call on her to discuss their career development or stress-related concerns, with a view to preventing burnout.

VOTING FOR A NEW LOOK

Technicians have voted on the colour of the new workwear that will be introduced in 2025: grey with reflective stripes and even more practical safety features. The clothing will have space for knee pads and straps to attach a carbon monoxide detector and a lamp to the jacket.

-38%

fewer work-related accidents in five years

TEAMS OF VOLUNTEERS

Among the social actions carried out each year by Sibelga employees are blood donations and a first: the *River CleanUp Challenge*. No fewer than forty employees brilliantly rose to the challenge by collecting a heap of rubbish along the banks of the canal that runs alongside the Sibelga site, Quai des Usines.

Other perspectives on 2024

KARINE SARGSYAN

Head of the Legal Department at Brugel

Every year, we amend the Technical Regulations for the management of the distribution network to take on board market and legislative developments. In 2024, for example, one of the topics under discussion was the integration of storage units (batteries) into the grid and energy communities. We work very constructively with Sibelga, always putting our customers' interests first. This takes the form of themed, multidisciplinary workshops, sometimes involving other stakeholders (energy suppliers, consumer associations, etc.). Bringing together not only legal experts, but also engineers, pricing advisors, etc. means that all points of view can be taken into account and the feasibility of the proposed adaptations can be assessed.

GRÉGORY VAN EERDENBRUGGHE

Co-founder of energy community Illuminons notre quartier

'*Illuminons notre quartier*' (Let's light up our neighbourhood) is the first energy community authorised by Brugel and active in Brussels' 19 municipalities. We already have 230 members with very different profiles: private individuals, condominiums (17), restaurants, shops, churches, etc. The community is thriving because energy sharing is a real win-win situation, both for the producer-members (who sell their electricity at a higher price than to a conventional supplier) and for the consumer-members (who buy electricity at a lower price than from a conventional supplier). We've almost become colleagues at Sibelga, given our very frequent contacts and our shared desire to embrace the energy transition. In 2025, we will launch a sharing activity dedicated to non-profits.

JÉRÉMY HELLEMANS

Managing Director, Bruxelles-Energie

After an initial successful solo experiment to heat the Docks Bruxsel shopping centre and the Serres Royales in Laeken, using the waste heat generated during waste incineration (4.5 km of pipes), we turned to Sibelga to develop a more extensive heating network project in Neder-Over-Heembeek. Laying pipes in the middle of a city requires know-how that we don't have. The synergy between the teams is excellent, and in an innovative field like heating networks, it's crucial to be able to combine different areas of expertise and different points of view.

JIMMY MENDOZA

Smart meters technician, Sibelga

11 years ago, I left Peru to start a new life in Belgium. I learnt French, then trained in electricity at the *Institut Technique Supérieur Cardinal Mercier*. Then I was recruited by Sibelga for the big *Smart Meters* project and I've been installing smart meters ever since. I've successfully completed several internal training courses and I really appreciate the career possibilities offered by Sibelga and the sense of solidarity between colleagues. I also enjoy the contact with customers. We're here to help them.

LAUREN KOLINSKY

A My Sibelga app user

The My Sibelga application gives me an excellent overview of my electricity consumption and the feed-in from my photovoltaic panels. By using the app to monitor the previous day's data from my smart meter, I was able to easily adapt my habits to maximise my own consumption and optimise my bills. For example, I run my washing machines when I see there's surplus production. I've also learnt to control my consumption: at the beginning, by starting up too many machines at once, I was exceeding my electricity production and consuming at the peak rate. I now intuitively know which uses to prioritise, depending on the weather. It's really effective.

CORINNE FRANÇOIS

General Manager of Brulocalis

Following the acquisition of a new building, an 18th century townhouse, Brulocalis is fitting out its future offices around the concept of the '*Maison des Pouvoirs Locaux*', a space for offices, training and meetings for elected representatives and staff from Brussels' municipalities and CPAS. Thanks to the RenoClick programme and subsidies from Brussels Environment, we have been receiving support from Sibelga since 2024 for this renovation, which aims to optimise energy performance, including insulation, heat pumps, ventilation, solar panels, green roofs and rainwater recovery.


Sibelga

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