



Annual Report 2025

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Foreword

Our direction is clear, our task is complex, and our commitment is just as strong.

Water is, and always will be, the foundation of wellbeing, the economy and the environment. Today and tomorrow. Read our 2025 annual report.

Dear reader
A secure water supply. Today and tomorrow. This remained our guiding principle in a world full of change in 2025 too. Whilst we continue our day-to-day operations at full steam, an important step was taken behind the scenes: the extension of our licence until 2028.

This extension not only ensures continuity, but also marks the start of a new phase. The years ahead will be all about exploring new avenues: how can we shape our integration with other utility companies, in the interests of our customers and with respect for our employees? It is a question we take seriously, whilst keeping an open mind and focusing on what works.

In the meantime, we remain focused on today's challenges. This summer's exceptional drought has once again highlighted the vulnerability of our raw water source. Thanks to proactive water management and the efforts of our teams, the drinking water supply remained stable and safe. This reliability is no coincidence, but the result of daily hard work and a long-term perspective.

We are also sending a clear message in financial terms. Guided by our new Bron 2030 business plan, we are investing in efficiency, innovation and sustainability, without placing any burden on our customers.

Our direction is clear, our task is complex, and our commitment remains as strong as ever: Because water is, and will always be, the foundation of wellbeing, the economy and the environment – today, tomorrow and in 2030.

Ken Casier
water-link chairman

About Water-Link

A secure water supply

Mission & Vision

A secure water supply. Now and later. People and businesses must always have access to the right amount of high-quality drinking water and process water. As Flanders' largest water producer and main water supplier in the Antwerp region, we put security of supply first. What matters to us is making responsible choices for people, the environment and society.

 ur mission is woven into the very core of our DNA. We strive not only to meet today's needs, but also those of the future. By becoming the obvious water partner for all our stakeholders, we exert a lasting impact on the changing water landscape.

Our strategic priorities are clear:

- Provide bespoke services.
- Optimise the management of our infrastructure.
- Achieve efficient business operations.

Sustainability and corporate social responsibility have been the common thread of our operation for years. Our ambition is to inspire everyone to really harness the power of water in an ever-changing water landscape. We do this by continuously innovating, investing in smart partnerships and building the team of the future.

Our core values

- Trust has to be built.
- Innovation is the key to a sustainable future.
- Without accountability, we will not achieve goals.
- Our shared enthusiasm creates drive.

Our strategy

From concept to implementation

2025 will be all about putting our BRON 2030 strategy into practice. After setting out the strategic framework in 2024, 2025 will see a focus shift to implementation and embedding through the 2025–2030 business plan.

As Flanders' largest water producer and the main water supplier in the Antwerp region, we focus specifically on three customer segments. For each segment, we tailor our organisation and approach to their specific needs:

Residential customers

We supply high-quality drinking water at the lowest price. Our focus is on smooth, efficient core services, robust digital support and reliable supply security.

Industry

We are committed to profitable growth. We are strengthening existing clusters and developing new ones, with a clear focus on profitability. Circular solutions, such as the supply of treated wastewater, form an integral part of our offering.

Water supply companies

We are continuing to build sustainable partnerships with water supply companies. We fulfil long-term supply contracts within Flanders and are strengthening our position as the leading producer. We offer additional services and expertise by way of support through the Intelligent Control Centre (ICC).

Projects

Closer to local authority customers through enhanced account management

An expanded team and greater autonomy in managing client relationships allows us to respond more quickly and collaborate more effectively with our local authority customers. It is how we strengthen our services and continue to develop into the preferred water partner for cities and local authorities.

Towards a broader role in tackling climate challenges: from drinking water to water reuse

We are placing greater emphasis on water reuse, smart rainwater harvesting, circular solutions and innovative renovation techniques. With less disruption and greater impact, we support cities and local authorities in making climate-resilient choices and strengthen our expertise in sustainable water management.

No increase in drinking water charges

In the coming years, we will be facing significant investments to tackle climate challenges, stricter standards and the modernisation of our infrastructure. Nevertheless, we have decided not to increase the drinking water rates. By focusing on efficiency and working smarter, we absorb additional costs ourselves as much as possible. This way, we can continue to invest in the future without placing pressure on our customers.

Change to the Borsbeek catchment area

Following the merger of Borsbeek with the city of Antwerp, water supply and sewerage services were transferred from Pidpa to Water-Link. Since 1 January 2026, the drinking water in Borsbeek has been supplied directly from our production facility. Customers were transferred seamlessly as part of this process. We drew up a communication plan to ensure residents were properly informed, and we are starting to roll out the digital meters.

High-performance business operations

We work as efficiently as possible so that we can continue to supply high-quality drinking water at the lowest price. To this end, we keep a close eye on our finances, make investment decisions based on clear business cases and limit external funding.

We are streamlining our processes and focusing on our core activities. We use innovation and digitalisation to improve the efficiency of our operations. We use automated dashboards to support our reporting and make more targeted adjustments.

Smart partnerships

Aquaspice: real-time insight into our water source

In collaboration with VITO, Water-Link used Aquaspice to build a sensor-based monitoring network covering 120 km of the Albert Canal and the harbour docks. The platform provides real-time insights into water quality and quantity. For example, we continuously monitor salt intrusion, volume fluctuations and incidents. The partnership with the Port of Antwerp-Bruges will continue on a long-term basis. This enables us to strengthen our data-driven operations and security of supply, even during droughts and emergencies.

OPTIPAC: data-driven optimisation of production

Water-Link took the next step in the digitalisation of its production processes at the Intelligent Control Centre (ICC). With OPTIPAC, we developed a digital twin that controls the PAC dosage in a data-driven manner. The model processes real-time data and continuously adapts to changes in raw water quality. The implementation will lead to more efficient use of chemicals, more stable processes and the further development of data-driven operations.

Information security through performance partnerships

As a water company, we bear a great responsibility for protecting our systems and data. That is why we are strongly committed to collaboration. Water-Link has been designated as an essential entity under the European NIS2 Directive. We work closely with the Centre for Cybersecurity Belgium (CCB) to actively monitor threats and manage incidents effectively.

In addition, we continue to strengthen our information security through ISO 27001 and an external Security Operations Centre that monitors our systems 24/7. We share knowledge within AquaFlanders too, and work with other water companies to strengthen our approach.

Optimal infrastructure management

As the largest drinking water producer in Flanders, we are responsible for supplying the industry and more than 200,000 households. Effective infrastructure management is essential to our social mission.

We manage our infrastructure throughout its entire lifecycle. In doing so, we always seek to strike the right balance between risk and investment. This ensures we remain prepared for future needs, new regulations and climate change.

We are committed to standardisation and champion our vision for infrastructure management across the organisation. This enables us to work more efficiently and strengthen our security of supply.

Projects

Tijsman Tunnel: a preventative approach pays off

We are renovating a supply pipe beneath the Tijsman Tunnel, using the pipe-in-pipe technique. It involves pulling a new 800-metre stainless steel pipe inside the existing pipeline. The works are technically complex, but are progressing well. This project highlights the importance of timely inspection and preventive maintenance and shows how we keep our infrastructure reliable and ready for the future.

New inspection technique: a clearer picture of the risks

Using a new inspection technique, we are able to assess the condition of large, hard-to-reach supply pipes more accurately. It will give us a better understanding of ageing and the associated risks. This will help us to plan our investments more effectively, minimise disruption and manage our pipeline network more efficiently.

Synergy projects: greater control over one's own priorities

Until recently, Water-Link had mainly followed the lead of other utility companies in synergy projects. As a result, our priorities didn't always take precedence. That is why we are adapting our approach. We are now adding more priority streets to the GIPOD platform ourselves and inviting other utility companies to follow suit. This way, we can strike a better balance between our own needs and minimising disruption on site.

INEOS Project One link

Water-Link is constructing a major industrial link for INEOS Project One in the Port of Antwerp. This link will enable INEOS to carry out tests well ahead of the planned start-up of the cracker. The works are being carried out in a complex environment, with crossings beneath roads, railway lines and existing pipelines. By coordinating closely with all parties involved, we ensure that the project runs smoothly. It is how we reaffirm our role as a reliable water partner for industry.

Relining: renewing sewers with minimal disruption

Using the relining method, we renovated a total of 4,796 metres of main sewer spread across 19 streets. Relining allows us to renovate existing sewers from the inside without having to dig them up. As part of this process, we apply a new inner lining to the existing pipe, which hardens to form a new, sturdy pipe. This approach is ideal for cracks or leaks. It extends the infrastructure's service life by 30 to 50 years.

Relining offers clear advantages. There is no need to dig up the road as often, causing less disruption on the street. The work is quicker and cheaper than a complete replacement. Furthermore, the technology is more environmentally friendly, produces less waste and uses fewer raw materials. With this, we are committed to an efficient and sustainable approach to our sewerage management.

Action Plan for Non-Revenue Water (NRW)

We are strongly committed to reducing leakage in our pipeline network. To this end, we are gradually mapping out our network in greater detail. For each zone, we set priorities based on clear indicators so that we know where water loss is greatest and where we need to take action first.

In Deurne-Zuid, we tested a targeted approach to detect leaks more quickly. By temporarily dividing up parts of the network, we can pinpoint more accurately where water is being lost. These insights help us to take action more quickly and efficiently.

We also invest in the maintenance of our network. For example, we carry out targeted checks on valves and have made our flow meters smarter using 4G modules. This enables us to monitor the network more effectively and respond more quickly to any discrepancies.

Water-Link aims to reduce non-revenue water (NRW) by 23% by 2031 compared with 2024. This is an ambitious target. That is why we are working on a data-driven action plan for each zone, with the support of an external expert. We are taking targeted steps to reduce leakage losses on a structural basis and to further strengthen our security of supply.

Sustainable and socially responsible entrepreneurship

As a social stakeholder, we ensure a sufficient supply of high-quality water, whilst respecting people, the environment and society. At the same time, we are actively building strong relationships with local authorities, government bodies, sector partners and industry to ensure long-term security of supply.

We tailor our sustainability strategy to the needs of each segment. In doing so, we operate cost-effectively and minimise our environmental footprint through the smart use of energy and chemicals, and circular waste management.

Source diversification

We are looking ahead and preparing for the next phase of our sustainability strategy (2025–2030).

In this sustainability report, we have chosen to report in accordance with the Voluntary Sustainability Reporting Standard for SMEs (VSME), a standard developed by EFRAG. This standard is consistent with the principles and structure of the European CSRD Directive in terms of content and structure, but is voluntary and not audited.

To better track our progress, we are developing a sustainability dashboard where we can centrally collect and monitor our data. With this approach, we are strengthening our data-driven operations and continuing to build a sustainable and forward-looking water supply.

Discover our sustainability report

From reducing disruption and improving cybersecurity to lowering our carbon footprint:
our sustainability report demonstrates how we put our strategy into practice.

[Discover our sustainability report here](#)

Investing in renewable energy

Wind turbines in Oelegem

In 2024, together with the community-owned co-operative Ecopower, we began construction of three wind turbines at the site in Oelegem. These turbines have together been generating 15 million kWh of green electricity each year since early 2025. The result is a reduction in carbon emissions of 6,000 tonnes per year. Half of the energy generated is used directly for drinking water production on site. The other half supplies power to additional installations.

Solar farm in Walem

In July 2025, we commissioned a new solar farm at the Walem site. The farm's 6,878 solar panels generate more than 4,000 MWh of green electricity each year. This is equivalent to the energy consumption of 1,088 households and results in a saving of 1,540 tonnes of carbon per year.

A smarter and more efficient approach to energy

In 2025, we will take further steps in the roll-out of our energy strategy. We reviewed the contract with our energy supplier and introduced options allowing us to lock in energy prices for specific periods and volumes. We make these decisions on the basis of well-founded external advice, with monthly follow-ups in consultation with an energy expert.

To ensure this process is properly embedded, we drew up clear procedures in consultation with the management team and the board of directors. A phasing-in period is planned, followed by a review in 2026.

In addition, we took various initiatives to further optimise our energy consumption and to focus on energy reduction across the organisation:

- Load shifting at the reservoir in Broechem
- a pilot project focusing on AI-driven monitoring of motors and pumps
- research into utilising surplus energy through cPPA, energy sharing and
- battery solutions

Optimising the use of chemicals

With the Intelligent Control Centre (ICC), we are optimising our production processes and taking further steps towards more sustainable and efficient water management. In 2025, we successfully completed our first AI pilot project on flocculant dosing at the production centre in Walem. Thanks to a multi-parameter model, we can now predict the correct dosage proactively and continuously.

AI supports the control room in a data-driven analytic capacity and helps to fine-tune processes more effectively. The process leader assesses the recommendations and decides on their implementation.

This approach enables us to reduce our use of chemicals and improve the efficiency of our facilities. This project represents a first step towards the further integration of AI into our operations.

Social initiatives

Water-Link and YouthStart are joining forces to support young talent

Water-Link and YouthStart work together to support young people in their personal and professional development. During an intensive programme, they discover their talents and build their self-confidence and entrepreneurial spirit. Through this initiative, Water-Link reaffirms its commitment to providing opportunities for young talent and offering them prospects for the future.

The Feestvarken vzw fundraising campaign is a heart-warming success

Thanks to the support of colleagues and an additional contribution from Water-Link, more than 70 children from disadvantaged backgrounds will receive a birthday hamper.

Continuous improvement

Strengthening collaboration on the ground

In 2025, we organised workshops with employees from the pipeline network's maintenance and operations departments. Drawing on their day-to-day experience, they highlighted issues and put forward suggestions for improvement.

These were translated into clear working arrangements, resulting in fewer handovers and faster interventions. The sessions not only improved efficiency, but also enhanced cooperation, safety and well-being on site.

Quick wins in production and distribution networks

Targeted improvements ensure more efficient operations in both production and the distribution network. We are digitising work permits, improving materials planning and strengthening communication between teams.

Within the pipeline network, clearer agreements, better data and an up-to-date GIS status ensure greater efficiency and cooperation. By planning repairs and road resurfacing together, we can reduce the number of road-works. This reduces costs, minimises disruption and saves time.

More efficient processes and stock management

Administrative processes are being simplified. This enables us to reduce the turnaround time of the ordering process and optimise stock management. By monitoring strategic stock more closely, we work more efficiently and support our operational activities.

Team of the Future

Our people make all the difference when it comes to achieving our ambitions. That is why we are building an organisation where employees are given the freedom to take initiatives, work together and continue to improve.

We foster a culture in which employees take responsibility and actively contribute to efficient and high-performing operations. At the same time, we are strengthening our collaboration with the education and research sectors and continuing to evaluate and steer our organisation. This means we can remain agile and ready for the challenges of tomorrow.



Projects

VCA certification renewed

Water-Link has renewed its VCA certificate (Safety, Health and Environment Checklist for Contractors). During the annual external audit, we were assessed against more than 30 criteria. The certificate confirms that safety is systematically embedded in our operations.

Water-Link joins ie-net: full range of training courses now available

Water-Link is entering into a partnership with ie-net to provide employees with further opportunities for professional development. ie-net is the engineering association that brings together training programmes and expertise for technical roles. It gives employees access to a wide and up-to-date range of training courses covering topics such as digitalisation, AI, sustainability and technology, as well as access to expert groups and networking events.

Wellbeing days boost safety awareness

More than 300 employees took part in the wellbeing days. The programme included, amongst other things, fire safety, road safety, CPR and the use of AEDs, and information security. It is our way of raising safety awareness within the organisation and prioritise the wellbeing and safety of our employees.

New leadership team creates greater connection

In 2025, Water-Link took the next step in its leadership approach. With a new leadership team, we are strengthening our communication and ensuring that decisions are implemented more quickly. In doing so, feedback from the field is better aligned with the strategic direction.

The leadership team consists of two levels. A strategic team oversees the direction and coherence. A tactical team translates the strategy into day-to-day operations and provides feedback. Weekly updates, concise one-pagers and quarterly reviews ensure clear communication and provide scope for adjustments.

Engaging with employees via MT on Tour

In 2025, the management team once again visited various locations as part of the 'MT on Tour' initiative.

During these sessions, employees were briefed on the organisation's mission, vision and strategic priorities. There was also time for questions and dialogue. This allows us to strengthen engagement and the bond between employees and management.

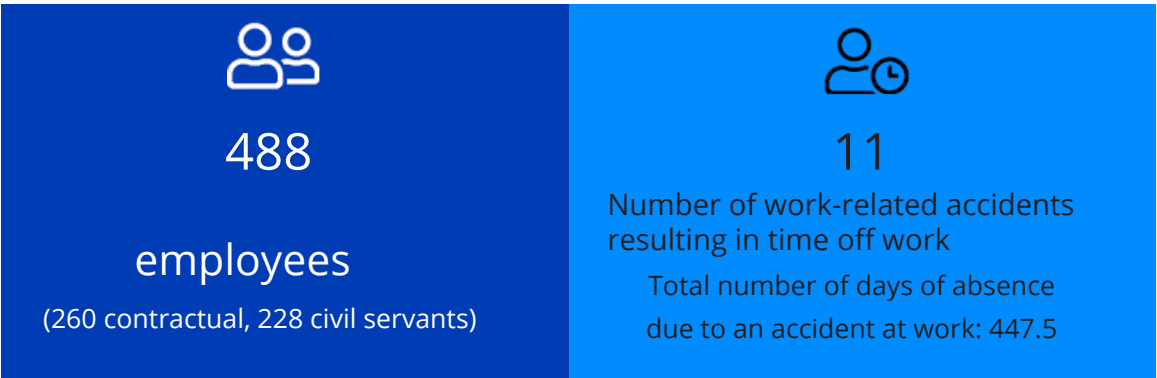
Listening and improving through staff surveys

We continue to listen to our employees through anonymous quarterly surveys.

We are working to increase the participation rate and are using the results to make targeted adjustments. Key themes include ownership, the flow of communication and decisiveness. We are incorporating these insights into the leadership programme that was launched in 2026.

Safety as a structural priority

The comprehensive prevention plan forms the basis of our safety policy. This five-year plan was thoroughly reviewed and updated in consultation with management and the operational departments. This is how we set clear priorities for the coming years. Safety will be given even greater priority as part of the Bron 2030 initiative. As such, we are strengthening our approach to health and safety, with a clear focus on monitoring and continuous improvement.

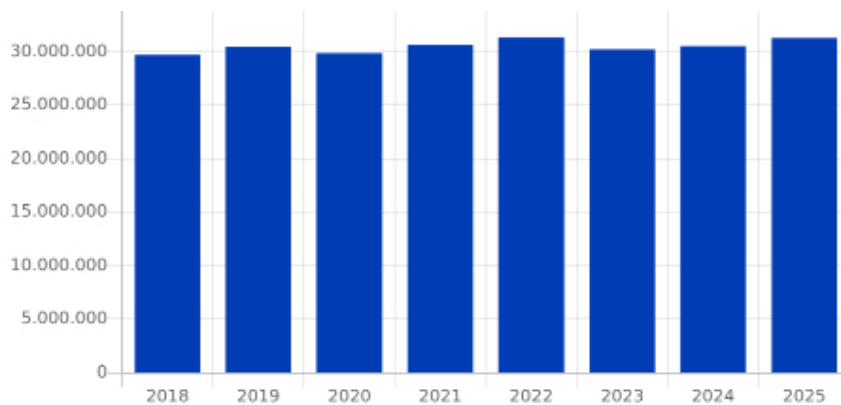


Our activities

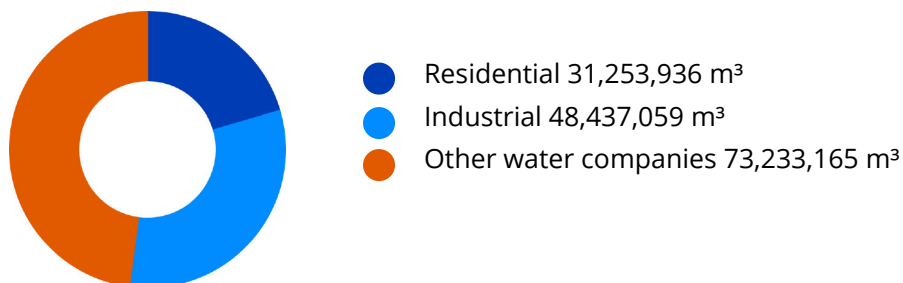
Domestic drinking water: from production to supply

The lowest price matters

Residential supplies in m³



Domestic drinking water



Drinking water quality

“Water-Link’s drinking water meets all Flemish standards and is safe for everyday use. We check the quality every day, from source to tap.”

Safe drinking water

Managing drinking water complaints is crucial in water distribution. An efficient process is essential, with clear communication and accurate recording. As such, we aim to deal with complaints about water quality efficiently in order to quickly restore confidence in our drinking water.

The investigation and response must be thorough and carried out swiftly; this involves gathering information on site, analysing water samples and consulting relevant documentation to determine the cause. This strategy is essential to ensure the quality and reliability of the drinking water supply.

	2024	2025
Number of quality complaints	22	41
Number of substantiated complaints	4	10
Complaint processing time in days	6	9

PFAS in drinking water

In 2025, Water-Link’s drinking water again continued to comply with both the European Drinking Water Directive: ‘sum of PFAS’ and ‘total PFAS’, and the quality requirements set by the drinking water regulator with regard to EFSA-4. The concentration of TFA also remains well below the advisory value set by Flanders. We can conclude the same for pesticides, relevant metabolites and other substances of concern: no standard exceedances were identified.

Water-Link closely monitors water quality from source to tap. As such, we developed and validated a method in our own accredited laboratory for the analysis of short-chain PFAS (such as TFA) in drinking water, groundwater and surface water. An application for accreditation of this method has been submitted; the extension audit for this is scheduled for 2026. We have also extended our analytical method for PFAS in surface water and drinking water to include groundwater, in order to enhance our service offering. The accreditation request for this expansion has also been submitted.

In our day-to-day operations, we are always on the lookout for the presence of TFA and other PFAS compounds in our water source. We emphasise the importance of a preventative approach. That is why we advocate for unambiguous European regulations and transparent standards to clearly define responsibility for pollution. By tackling pollution at source and strengthening monitoring of discharges, we can avoid costly treatment processes that could otherwise increase the price of drinking water.

Water-Link believes that the cost of pollution does not belong on the customer's invoice. The polluter must take responsibility so that we can always guarantee safe and drinkable water for everyone.

In accordance with the Drinking Water Directive, the parameters are 'Sum of PFAS' and 'Total PFAS'. EFSA-4 is a target value, and is generally referred to as such.

Customer service

New online advance payment module with personalised advice

In 2025, we launched a new advance payment module on the e-service portal. Customers can now adjust their advance payment amount themselves, with personalised advice based on their consumption as recorded by the digital water meter, their household situation and current rates.

The tool helps you avoid any surprises on your annual statement and spread your payments more evenly. At the same time, it reduces the pressure on the customer contact centre and strengthens our digital services.

This project was carried out in collaboration between the back office, the Customer Contact Centre (KCC) and IT. The result is greater self-reliance for customers and more efficient processes. We will be building on this over the coming years, with additional self-service options for our customers.

Customer satisfaction

We resolutely opt for an internal Customer Contact Centre (CCC). Our colleagues handle 90% of incoming queries immediately, keeping turnaround times very low. This way, we can achieve a stable customer satisfaction rate of between 75% and 80%. It is the result of targeted coaching and faster handling of enquiries. We also expect to see a further decline in the number of complaints in 2025.

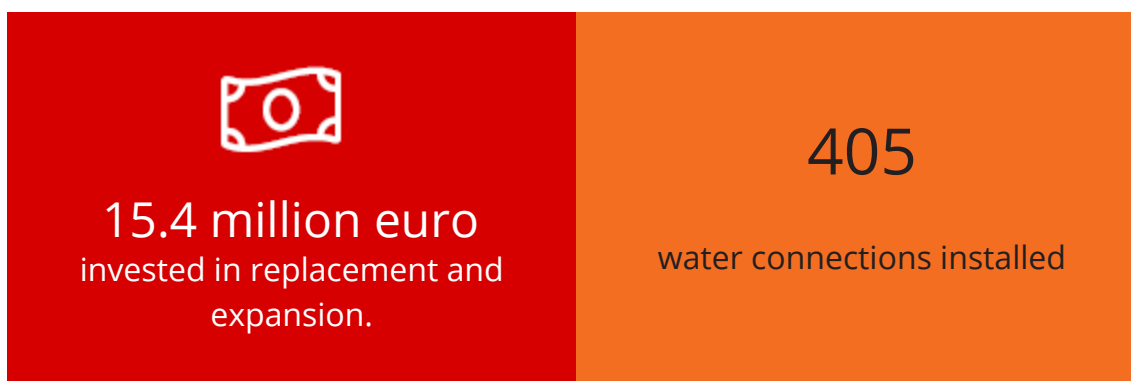
Complaints	2021	2022	2023	2024	2025
Inadmissible	5	4	10	3	8
Unsubstantiated	213	82	74	70	64
Substantiated	486	147	100	80	60

Distribution & infrastructure

Infrastructure & maintenance

Water-Link's total network comprises 2,303 km of water pipes, of which 327 km are supply pipes and 1,976 km are distribution pipes. In 2025, we laid around 50 km of new pipes.

These improvements to the water infrastructure help to strengthen our security of supply.



Smart metered standpipe replaces traditional standpipe

In 2025, Water-Link tested its first metered standpipe at the Kielsbroek site. This is a fixed installation that allows water to be drawn temporarily without the need for a traditional standpipe. The metered standpipe works with a charge card or a prepaid card and allows for controlled volume withdrawals. Consumption is automatically recorded and linked to our IT systems.

The system improves security, reduces vandalism and requires less manual monitoring. To ensure the quality of the drinking water, the system flushes itself automatically and switches off in the event of extreme temperatures.

Following a trial phase involving internal services, public connections will be rolled out at strategic locations such as the Stadspark, the Brialmontpark and the Port of Antwerp-Bruges. This project forms part of the wider effort to optimise temporary water supplies. It allows us to commit to efficient and forward-looking solutions.

Renovation of the VGV building in Oelegem has begun

In 2025, we began a major refurbishment of the VGV building at the production site in Oelegem. This building houses, amongst other things, the (back-up) control room, offices and staff facilities. After years of intensive use, modernisation was needed to improve comfort and energy efficiency. The works will be carried out in two phases.

Phase 1 (460 m²) involves the refurbishment of the industrial building, including a new layout, modern shower and changing facilities, a refurbished canteen, and adapted meeting and office spaces.

Phase 2 (1,000 m²) focuses on the tower block. It will be fully insulated, fitted with new glass façades and equipped with energy-efficient and environmentally friendly systems for heating, ventilation and electricity. As part of this, we are switching from gas to electrification.

The entire project will be completed in October 2026. With this investment, we are creating a modern, energy-efficient and forward-looking working environment for the teams in Oelegem.

Luithagen 3.0: historic pumping station ready for the future

The Luithagen main pumping station in Mortsel has been a crucial link in the drinking water supply for the Antwerp region for over 120 years. What began as an auxiliary pumping station powered by steam engines in 1904 grew into a permanent facility that supplies the pipeline network. Over the years, a number of modernisation projects took place: from steam to diesel (1960s) and later electric-powered with central control from Walem (2002–2003).

Today, the facilities and buildings are once again in need of refurbishment. The Luithagen 3.0 project is a thorough refurbishment of the entire site. A new pump house is to be built, comprising two independent compartments and a separate area for chlorine injection and quality measurements. The supply pipes will also be adapted.

Work is scheduled to start in early 2027 and will continue until the end of 2029. During the renovation, the water supply will be guaranteed through careful phasing. With this investment, Water-Link is strengthening its forward-looking infrastructure management: reliable, energy-efficient and ready for the coming decades.

Expansion of the range

Change to the Borsbeek catchment area

Following the merger of Borsbeek with the city of Antwerp, water supply and sewerage services were transferred from Pidpa to Water-Link. Since 1 January 2026, the drinking water in Borsbeek has been supplied directly from our production facility. Customers were transferred seamlessly as part of this process. We drew up a communication plan to ensure residents were properly informed.

In 2026, we will be expanding our range of services further. For example, our own teams will be starting the rollout of digital meters. Water-Link will also be monitoring the ongoing remediation projects from now on. In addition, we will carry out a full camera inspection of the sewer network, and use this inspection to determine our investment plans for the coming years.

Kalmthout and Kapellen departure

The municipalities of Kalmthout and Kapellen decided to entrust their drinking water and remediation activities to a single party. The transfer began at the end of 2025 and will be completed in early 2026.

Wastewater: renewing, maintaining and repairing the sewerage system

What matters is high-performing partnerships

The sewerage coverage rate in Water-Link's catchment area is high. In the city of Antwerp, this figure stands at approximately 98.7%, which is above the Flemish average of 94% in 2025. We maintain our infrastructure to a high standard to ensure that water is drained safely and reliably. As such, we are building a forward-looking and climate-resilient water management system.

Operational expertise and ongoing works

The revamped Cogels-Osylei is ready for the future

The refurbished Cogels-Osylei was opened in September 2025. There is now a separate sewerage system running beneath the street. Wastewater is discharged into the sewer beneath the Tramplein, whilst rainwater can seep into the ground. The domestic connections were also checked and adjusted where necessary. This project was carried out in collaboration with the Berchem district, De Lijn, Aquafin and Water-Link.

Renovated street clusters: Stadswaag and Lange Beeldekensstraat

In May and June 2025, several refurbished streets in Antwerp were opened. In collaboration with the District of Antwerp and Aquafin, Water-Link installed a separate sewerage system beneath, amongst other places, the Stadswaag, Hoornstraat, Lange Brilstraat, Raapstraat and Lange Beeldekensstraat. In addition to the sewerage works, efforts were also made to increase green spaces, reduce traffic and improve the quality of life.

Vetten Osplein is revitalising the Slachthuis district

In April 2025, the Vetten Osplein opened as a new meeting place in the Slachthuis district. A smart water system was installed beneath the square to collect rainwater and reuse it for watering trees. This gives them the space they need to grow into fully-fledged trees of the future. In collaboration with AG Vespa and Aquafin, Water-Link constructed an underground water storage facility and a refurbished sewerage system.

Complex network of pipes in the Slachthuis district

The Slachthuis district is undergoing a complete redevelopment. A network comprising 2.1 km of sewerage pipes and 550 metres of drinking water pipes was laid beneath the neighbourhood. An old brick-built sewer was replaced by a separate sewerage system. In addition, a former water treatment plant was converted into a rainwater storage facility.

The works required a meticulous approach due to the complex subsoil and existing pipework. In partnership with AG Vespa and Aquafin, these measures are making the neighbourhood climate-resilient and ready for the future.

Innovation for faster, more targeted and more sustainable sewer management

Fibre-optic technology detects faulty connections

In Hove, Water-Link detected contamination in the rainwater system. Together with Aquafin, we are using an innovative technique involving a fibre-optic cable. It measures temperature differences in pipes, thereby highlighting faulty connections. Over a three-kilometre stretch, covering more than a hundred homes, we were able to carry out targeted research without the need for extensive home visits. Incorrect connections were found at six locations. The owners concerned will be contacted to resolve the situation.

Relining: renewing sewers with minimal disruption

In 2025, Water-Link made a strong commitment to relining as a sustainable renovation technique for sewer systems. Relining involves repairing existing pipes from the inside, without the need for major excavation work. It results in a shorter construction period and less disruption to the local area. This technology extends the service life of the sewerage system by several decades and contributes to an efficient and sustainable approach to our infrastructure management.

Relining projects were carried out in, amongst other places:

- Monnikenhofstraat (Berendrecht)
- Dennenlaan (Ekeren)
- Sint-Lucaslaan (Ekeren)
- Voetbalstraat (Wilrijk)

Investments and management

Investments

In 2025, Water-Link continued to invest in the renewal and expansion of the sewerage infrastructure within its operational area. These investments are needed to modernise ageing networks, improve water quality and reduce the risk of waterlogging and flooding.

Since January 2025, a stricter Regional Urban Planning Regulation on Rainwater (GSVH) has been in force. This approach is based on the principle of retaining water on site as much as possible, allowing it to infiltrate and be buffered, and only discharging it as a last resort. This changes the traditional approach to sewerage design. Projects are becoming more complex and require more technical solutions and investment.

At the same time, this approach ensures a more robust infrastructure that better protects towns and municipalities against drought and peak rainfall. Water-Link systematically applies these principles in new projects, working closely with local authorities and partners. This way, we are gradually building a climate-resilient sewerage network.

Smart management and inspection of the pipeline network

We manage our sewerage network in a data-driven way and systematically assess the condition of the infrastructure. As part of our Asset Management Plan, we began carrying out targeted inspections of the sewerage network in Antwerp in 2016. Using camera and measurement techniques, we detect damage, wear and tear, and risks at an early stage.

To date, approximately 1,320 km of the 1,470 km of sewer network has been inspected using mobile cameras. We will have mapped the entire network by the end of 2027. This monitoring is crucial for the quality and longevity of the sewer system.

The insights gained from these inspections help us to prioritise maintenance and replacements more effectively, based on risk and criticality. This way, we improve the reliability of our network and minimise the need for unplanned interventions.

In addition, we can plan maintenance work, repairs and renovations more efficiently and manage costs more effectively.

Infrastructure & maintenance

Water-Link's total operational area comprises approximately 2,350 km of sewerage network, of which 1,430 km is within the city of Antwerp (excluding Borsbeek, where Water-Link will take over management from 2026). In 2025, we laid around 15 km of new sewers.

These improvements to the sewerage infrastructure contribute to a more sustainable, safer and more climate-resilient urban landscape.



Renewal of water infrastructure in the Slachthuis district

From old industrial site to vibrant city district with space for living, working and relaxing: the Slachthuis district is undergoing a complete metamorphosis. Transforming the abandoned sites into a green, public space requires the necessary infrastructure works. Most of these take place underground, where we have constructed a complex network of 2.1 km of sewers and 550 m of new drinking water pipes. We also replaced an old brick mullion measuring 1.9×1.85 metres.

In spring, the former underground water treatment plant had already been converted into a rainwater buffer to optimise water management. With innovative infrastructure solutions and a strong focus on greening, Water-Link contributes to the development of a sustainable and climate-robust neighbourhood.

This project is a collaboration of AG Vespa and Water-Link, together with Aquafin.

Renewal of the sewerage and water management systems in the Salesianenlaan

In June 2024, Hoboken district and Water-Link, together with Aquafin, started the renewal of the sewerage system in the Salesianenlaan. The joint system will be replaced by a separate drainage system. To optimise rainwater infiltration, climate-robust measures such as grass paving, lowered planting areas and large underground buffer chambers are installed. This prevents overloading of the Hollebeek during heavy rainfall. The street will be designed as a bicycle street with improved access to schools and a safe working environment whilst the work is being carried out.

Reconstruction of Lange Lozanastraat and Anselmostraat

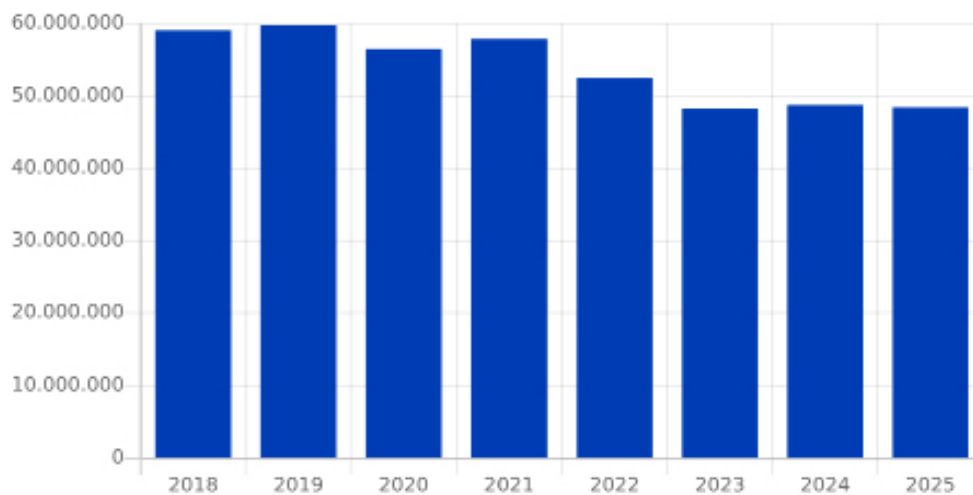
On Monday 18 November 2024, the district of Antwerp and Water-Link, together with Aquafin, gave the official go-ahead for the extensive reconstruction of Lange Lozanastraat and Anselmostraat. This project amounts to an investment of 8.5 million euro and will last 14 months.

The redevelopment project covers both the above-ground roads and the underground sewerage infrastructure. This will create a sewerage system where waste and rainwater are disposed of separately, which increases capacity and contributes to a climate-resilient city. At the same time, the superstructure will be completely renewed, with the aim of transforming both streets into safe and liveable residential streets. This will include extra attention for pedestrians and cyclists, with raised intersections, bicycle suggestion lanes and the planting of 39 additional trees. We will minimise the impact on the neighbourhood during the works through a carefully phased approach and the Less Hassle programme.

Industrial water: production, transport and supply

What matters is tailor-made solutions

Industrial supply in m³



Industrial vision plan

The water landscape in the industrial sector is changing rapidly. Companies are increasingly focusing on reducing their water consumption and on circular solutions. At the same time, security of supply and competitiveness remain key priorities.

Water is playing an increasingly decisive role in the future of industry in Flanders. The changing landscape is creating new opportunities, both for collaboration between businesses and for the development of new services. At the same time, traditional commercial models, which are primarily based on volume sales, are coming under pressure. The fall in demand for water calls for a different approach.

Water-Link is evolving with these changes: For industrial customers, treated water remains a vital component of production processes, such as cooling and steam processes. That is why, as part of our strategy, we are fully committed to circular solutions. By incorporating water reuse and alternative water sources, we offer greater flexibility and strengthen long-term security of supply.

Customer-focused offering

Process water, deionised water and bulk deliveries:

Supply agreements

In 2025, we signed new contracts for the supply of cooling water, both on the Left Bank and the Right Bank.

Eastman Solutia has once again chosen Water-Link

Eastman Solutia has extended its contract for the supply of deionised water and steam at its site in Ghent. Since 2011, we have been responsible for the design, construction, maintenance and operation of the Induss III on-site installations. After years of intensive use, these installations are being thoroughly refurbished.

The contract extension confirms the confidence in our services. With this comprehensive solution, we take all the hassle off the customer's hands, including 24/7 monitoring from our Intelligent Control Centre (ICC), operational management and support with permits.

Partner in bespoke sustainable solutions

Sustainable cooling water project in Antwerp

In 2025, the EIA scoping report was incorporated into the final planning application. That application was submitted in March 2025. The licence was granted in early February 2026. The Hydropower Project offers significant added value to the industry. It reduces customers' dependence on drinking water by utilising alternative water sources, such as effluent from wastewater treatment plants and surface water.

At the same time, the production of drinking water – including from the Maas river – remains an efficient, sustainable and climate-friendly solution. As such, this project shows we are focusing on source diversification as a complementary measure, tailored to the customer's needs.

In doing so, the project contributes to the objectives of the Blue Deal and the climate adaptation plan. In the long term, up to 23 million m³ of drinking water could be saved. In addition, this project provides a bespoke solution in the form of cooling water.

Visits, knowledge exchange and networking

Scorpeon visits the Intelligent Control Centre

In June 2025, Water-Link welcomed members of Scorpeon, a network of supply chain and procurement experts, to the Intelligent Control Centre (ICC). Visitors enjoyed a guided tour and presentation, and were introduced to our industrial operations, the production process and how the control room works.

Applications such as IoT sensors and the AquaSpice dashboard were also discussed. The meeting led to valuable discussions on data-driven water management and tackling drought and pollution.

Water-Link supports the Kekulé cycle

Water-Link is a sponsor of the Kekulé Cycle, a series of lectures organised by the University of Antwerp and the Royal Flemish Chemical Society (KVCV). This series brings together businesses, researchers and students to discuss innovation, sustainability and societal challenges. It acts as a bridge between education, industry and society.

In a rapidly changing landscape, with challenges relating to energy, climate and raw materials, the cycle offers insights into new developments and innovations. It allows us to contribute to knowledge-sharing and collaboration on solutions for the future.

Networking at the port via Braboclub

Water-Link is actively involved in the Braboclub, a network organisation in the Port of Antwerp with more than 250 members. At monthly meetings, engineers and companies come together to exchange knowledge and experiences. The Water-Link sales team attends on a regular basis. This networking strengthens collaboration within the port and supports our role as a partner to industry.

The Voka Industry Platform

The main objective of the Voka Industry Platform is to strengthen the competitiveness of Flemish industry and to create an industry-friendly business climate. It acts as a bridge between manufacturing companies, public authorities and other stakeholders to safeguard and boost the region's industrial strength and employment. Water-Link also uses this platform to monitor the needs of the industry.

Circular water management at North Sea Port

During a themed afternoon on circular water management, organised in collaboration with VITO and North Sea Port, Water-Link presented the Re|duce|use|cool project. This project focuses on alternative water sources, such as treated industrial wastewater, rainwater and drainage water.

Together with our industrial partners, we are demonstrating how circular water use contributes to security of supply, stable water quality and a lower environmental impact, in line with the ambitions of the Blue Deal.

Through projects such as Re|duce|use|cool, Water-Link reaffirms its role as the natural water partner for the port and industry. It is our way of helping to build tomorrow's water security.

Aquarama Trade Fair

In 2025, Water-Link was once again present at the Aquarama Trade Fair in Leuven, a regular meeting place for professionals in the water sector. As well as having a stand at the trade fair, Water-Link took part in the watercircle programme. Together with Kemira, we gave a presentation on tackling PFAS in drinking water.

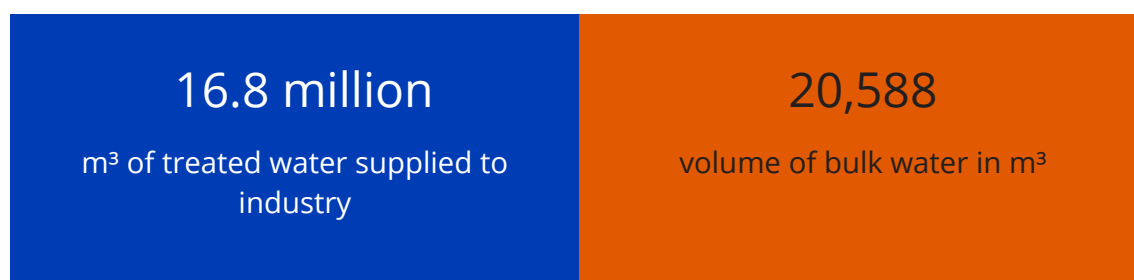
As part of this, a pilot project was launched at the Notmeir site in 2025 to test various adsorbent materials for PFAS removal. We use these initiatives to embed our commitment to innovation and we are strengthening our role as a reliable partner in a sustainable and forward-looking water sector.

Project update: Frans Tijsman Tunnel

At the end of May 2025, we commissioned the new supply pipeline in the pipeline tunnel beneath the Tijsman Tunnel. It is a stainless steel pipe with a diameter of DN800, consisting of 270 sections, each 3 metres long, and was slid into the existing pipe over a distance of 800 metres.

The water supply remained guaranteed throughout the works. The water was temporarily diverted via a flexible pipe (DN500), which had been installed in the pipe sleeve during an earlier phase of the project.

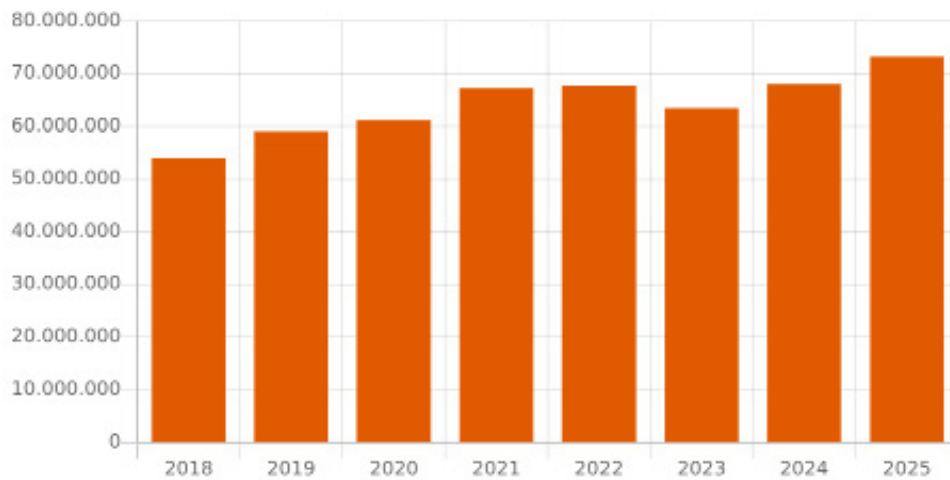
Impact in figures



Drinking water for water companies: production and transport

What matters is high-performing partnerships

Supplies to other water companies in m³



Security of supply and interconnectivity

Collaboration with the sector on SPW 2.0

Over the past few years, we have worked closely with other water companies and AquaFlanders on the Strategic Water Plan (SPW 2.0). This plan sets out the steps needed to ensure the future security of drinking water supply in Flanders.

The plan focuses on two key aspects. On the one hand, investment is needed to ensure that we can continue to supply sufficient water. As the largest drinking water producer, our plans include the construction of an additional reservoir and improved connectivity between our production facilities.

On the other hand, SPW 2.0 includes actions and measures to protect the quality of drinking water, including against new and as yet unknown substances. For Water-Link, protecting our raw water source, the Albert Canal, remains a priority.

Water-Link supports the coordination of the various policy plans within SPW 2.0. The challenges facing the sector go beyond the scope of any single organisation. Therefore, collaboration is essential.

Innovation and technology

More precise flocculant dosing thanks to digital twin

In 2025, Water-Link took a significant step towards optimising poly aluminium chloride (PAC) dosing in Walem. PAC is used to remove impurities and suspended particles from the water. Based on operational data and process knowledge, we developed a predictive model that calculates the optimal dosage for the next six hours.

Following a thorough analysis, eight parameters were found to be decisive. The model is automatically updated every six hours based on new data. A trial phase is currently underway, during which the model is running in parallel with the existing procedure. The expected impact is significant: faster adjustments, a 5 to 15 percent reduction in PAC consumption and a lower carbon footprint.

Research and pilot project on PFAS-removal

In 2025, Water-Link pursued a two-pronged approach to further improve the removal of PFAS from drinking water.

On the one hand, we optimised the existing treatment plants. By adjusting the regeneration schedule for the activated carbon filters, scheduling additional reactivations and lowering the pH of the water, we were able to significantly improve the removal rates. The result was that in 2025, the target value for EFSA-4 was achieved on all production lines as well.

Meanwhile, we launched a pilot project with Kemira to test new adsorbents capable of removing PFAS from water. To this end, a pilot plant was set up to evaluate these materials.

Strategic collaboration and networking

In 2024, Water-Link commissioned its new climate-neutral Intelligent Control Centre (ICC). This state-of-the-art site puts our innovative ambitions into practice. From the ICC, the production and distribution of drinking water, process water and treated water are efficiently monitored and managed, in conjunction with Farys's transmission network.

Because of the merger of the control rooms in Oelegem and Notmeir and the building's flexible layout, the ICC has scope for future expansion. Thanks to new technologies and further automation, a permanent presence on site is no longer necessary.

Within our strategy, the ICC plays a central role in data-driven water management. We are committed to innovative projects involving data and AI, such as optimising water repumping and smart leak detection.

AquaFlanders visits the ICC

Water-Link welcomed AquaFlanders to the Intelligent Control Centre for an introductory meeting with the new Board of Directors. In addition to its state-of-the-art control room, the ICC also provides a space for collaboration, knowledge-sharing and networking within the sector. The visit focused on shared challenges, such as climate change, drinking water quality and process optimisation.

The visit confirmed the added value of the ICC as a venue for collaboration and exchange within the Flemish water sector.

Water-Link hosts VOKA network on electrification and decarbonisation

In December 2025, Water-Link hosted the closing meeting of the VOKA learning network 'Electrification for Decarbonisation'. Together with five other companies, we exchanged views on energy efficiency, carbon reduction and the transition to sustainability. During their visit to the ICC, the participants were given an insight into our energy-efficient treatment processes, the energy-neutral building and the role of our in-house energy unit. Topics such as water reuse, carbon footprint and our role in society were also discussed.

Climate-robust water supply

Thanks to close collaboration with De Vlaamse Waterweg, KU Leuven and the sector, we were able to continue to guarantee the supply of drinking water to customers and other drinking water companies during the dry summer of 2025.

In accordance with the Drinking Water Directive, and more specifically Article 8, we continued to work on compiling and updating our source dossier over the past year. This dossier is a key pillar of our quality management system and is based on a single clear objective: to safeguard the quality of drinking water as much as possible, starting at the source.

The source dossier brings together all relevant data on water abstraction, the protected area, potential risks and the management measures taken. By systematically identifying and monitoring potential sources of contamination, we can detect and address risks at an early stage. As such, quality control does not start at the treatment plant, but right at the source: the surface water itself.

A key element in this is the regular reporting and data transfer to the Flemish Environment Agency. The information from the source dossier is shared and discussed. This close cooperation reinforces the shared aim of ensuring the quality of drinking water.

By sharing knowledge and ensuring that measures are properly coordinated, we strengthen the management of our water resources. In doing so, we are continuing to build a climate-resilient and reliable drinking water supply.

Sustainable business

Sustainable operations mean being able to guarantee a reliable supply; sustainability is embedded in our day-to-day operations: from how we produce water to how we work with customers and partners.

In our sustainability report, we set out our ambitions, strategy and actions in the field of sustainability. We report in accordance with international standards and transparently share specific data and results, ranging from emissions and HR policy to funding.

Discover our sustainability report

From reducing disruption and improving cybersecurity to lowering our carbon footprint:
our sustainability report demonstrates how we put our strategy into practice.

[Discover our sustainability report](#)

Sustainability strategy

Our sustainability strategy is based on the question of which sustainability issues really matter to Water-Link. Using a dual materiality analysis, we assessed both our impact on people and the environment and the financial risks and opportunities associated with sustainable business practices. This resulted in a clear focus on six environmental themes, four social themes and three governance themes.

Environment

Climate-robust sources

Water-Link safeguards climate-resilient water sources through monitoring, buffering and source diversification, so that a reliable supply of drinking and industrial water remains guaranteed even during droughts and when water quality is under pressure.

(Re)use of water

Water-Link focuses on the reuse of water for specific industrial applications, thereby reducing the pressure on primary freshwater sources.

Greenhouse gases

Water-Link systematically works to reduce its greenhouse gas emissions through energy efficiency, renewable energy and sectoral cooperation.

Pollution

Water-Link plays an active role in shaping licensing policy to protect freshwater sources from pollution.

Waste

Waste management at Water-Link focuses on reducing, reusing and correctly processing waste streams.

Infrastructure Management

Through proactive infrastructure management, Water-Link helps to ensure a sustainable and reliable drinking water supply for its customers.

Social

End-customer safety

The safety of the drinking water supplied is our top priority, underpinned by continuous quality checks.

End customer inclusivity

We aim to provide accessible services for all customer segments, with a particular focus on vulnerable groups.

Human Resources Policy

Investments are being made in a safe, healthy and inclusive working environment. Continuous professional development and wellbeing are central to the HR policy.

Raising public awareness

Through its campaigns, Water-Link aims to raise awareness of sustainable water use among the public and businesses.

Governance

Data & cybersecurity

Water-Link ensures the security of operational data and customer information by investing in cybersecurity and carrying out audits.

Professional conduct

Ethical business practices, integrity and transparency form the basis of our business operations.

Supply chain

Water-Link works on a sustainable supplier policy and expects its partners to share the same sustainable values.



Aware of our role in society: raising awareness

For Water-Link, sustainable business practice means more than just investing in infrastructure and processes. Encouraging sustainable behaviour amongst our customers and in wider society is also part of our social role.

As a water company, we believe it is not just us that need to be prepared for the consequences of climate change. We also want to support customers in making informed and sustainable choices regarding water use.

That is why, in 2025, we supported AquaFlanders' awareness-raising campaigns. These campaigns were designed to increase appreciation and consumption of tap water. Through online communication and collaborations with influencers, we also reached a younger audience.

The campaigns ran over three periods:

- Spring (World Water Day): Work together to conserve water
- summer (festivals): Keep enjoying tap water
- New Year: Raise a glass to tap water

Also in 2025, we took part in the 'Waar dan wel' campaign, a collaboration between Aquafin, AquaFlanders, the Flemish Environment Agency and VLAR-IO.

This campaign was aimed at raising public awareness of the importance of using wastewater correctly and of avoiding litter in rainwater and wastewater drains. The awareness-raising campaign took place over three specific periods: in the spring during the spring clean, in the autumn around World Clean-Up Day, and to mark World Toilet Day.



Key figures

Employees	2025	2024
Number of employees	488	495
Number of recruits	31	37

Rates	2025	2024
HH base rate (per m ³)	1.6289	1.6289
HH comfort rate (per m ³)	3.2578	3.2578
NHH flat rate (per m ³)	1.7486	1.7486

HH is Household (domestic). NHH is non-household.

The basic rate applies to basic consumption. This is 30 m³ per residential unit plus 30 m³ per resident per year. Comfort tariff applies to all water consumed in excess of basic consumption.

Customers	2025	2024
Residents in area served	627,504	623,329
Drinking water customers	213,599	210,724
Water treatment customers	255,775	252,900
New sewer connections	349	366
Drinking water connections	405	419

Water supplies	2025	2024
Total volume produced (in m ³)	154,169,158	148,301,707
Average daily volume (in m ³)	426,314	409,868
Highest daily volume (in m ³)	521,099	506,206
Residential supply (in m ³)	31,253,936	30,530,135
Industrial supply (in m ³)	48,437,059	48,756,263
Supply to other water companies: Pidpa, De Watergroep, TMVW and Evides (in m ³)	73,233,165	68,013,569
Total billed volume	152,924,160	147,299,967
Pipeline network in km	2303	2304
Sewerage network in km	2421	

In the press and media

Hoornstraat, Lange Brilstraat, Raapstraat and Stadswaag officially opened

31 May

In 2025, the revamped streets around the Stadswaag and Lange Beeldekenstraat were inaugurated with a festive ceremony. In collaboration with the District of Antwerp and Aquafin, Water-Link implemented a separate sewerage system, with a focus on infiltration and climate resilience. Above ground, the focus was on greening and quality of life.



Spread The Water at events

Summer 2025

During the summer of 2025, our Spread The Water promotional team attended six events. A total of 5,331 visitors were given a cup of tap water. It was our way to highlight the fact that tap water is always a sustainable and accessible choice, even at festivals and events.

Our promotional team was present at: Opening of the Zuidpark, Parties in Stadspark, Antwerp Pride, Bollekensfeesten, Fortbom, and Race for the cure.



Walem Solar Farm opens

2 June



In 2025, Water-Link commissioned a solar farm at its site in Walem. The farm's 6,878 solar panels generate more than 4,000 MWh of green electricity each year. This is equivalent to the energy consumption of 1,088 households and results in a saving of 1,540 tonnes of carbon per year. Together with the wind turbines in Oelegem, up to 32% of our energy requirements are generated locally and sustainably. This means we are exceeding our climate target: a 26% reduction in carbon emissions compared with 2018 (target: 25% by 2025).

Festive opening of renovated Cogels-Osylei

25 September



In September 2025, the refurbished Cogels-Osylei was officially opened with a festive ceremony.

In collaboration with the Berchem district and Aquafin, Water-Link replaced the combined sewer system with a separate sewer system. Wastewater is discharged into the sewer beneath the Tramplein, whilst rainwater seeps into the ground via permeable pipes.

The domestic connections were also checked and adjusted where necessary. This means the street is better protected against both flooding and drought.

The board of directors

Executive Board

For the period from 1 January 2025 to 26 March 2025

Legislative term preceding the local elections in October 2024

André Gantman (chair)

Robert Voorhamme (vice-chair)

Babette Dehaen

Hicham El Mzairh

Joost Goris

Patrick Paredaens

Gerda Lambrecht

Koen Laenens

Danielle Meirsman

Tjerk Sekeris

Lieve Voets

Monique Mahieu

Samuel Markowitz

Jan van der Vloet

Ann Van Damme

Sven Vlietinck

[From 26 March 2025 to the present](#)

Legislative term following the local elections in October 2024

Ken Casier (chair)

Dirk Van de Poel (vice-chair)

Tjerk Sekeris

Henri Van Herpen

Paul Cordy

Elke Brydenbach

Danielle Meirsman

Koen Laenens

Tatjana Scheck

Koen Palinckx

Sven Lievens

Sven Vlietinck

Ellen Stevens

Sandra Maes

Jitse Born

Christof Victor

Management

Koen De Schutter (ad interim from 26/10/2022)

Ann Vylgers (CSO, due to leave on 15 January 2026)

Alain Vannerum (COO)

Auditor

Grant Thornton Chartered Accountants, represented by Stefaan De Coninck.

Contact us

General information

Water-Link

Company number: 0204.923.881

Legal form: commissioned association

Laboratory: recognised and accredited in accordance with EN 17025

Headquarters

Mechelsesteenweg 66

2018 Antwerp

For all your questions

[go to our website](#)

Or call: 078 35 35 09

(open on weekdays from 8am to 4pm)

For urgent interventions

Call 03 244 05 44 (available 24/7)