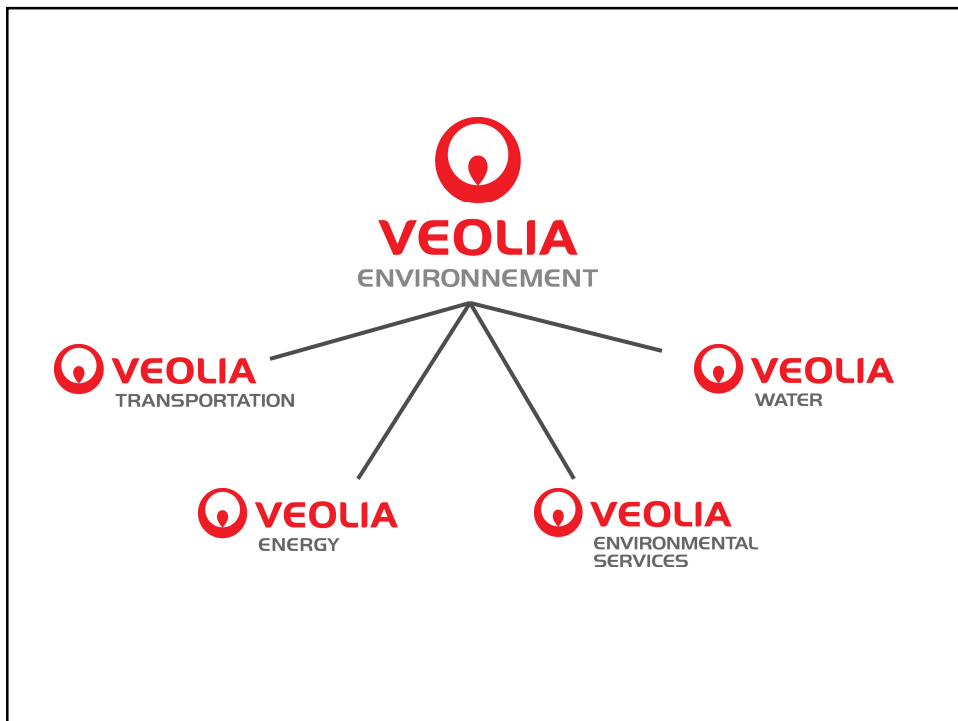


Veolia Observatory of Urban Lifestyles



Veolia Environnement

The World's Leading Environmental Company

 VEOLIA WATER Water + Wastewater • No.1 worldwide in water services • 2007 revenue: \$16.1 billion	 VEOLIA ENVIRONMENTAL SERVICES Waste Services • No.1 worldwide in waste services, leader in industrial and hazardous waste mgt. • 2007 revenue: \$13.6 billion	 VEOLIA ENERGY Energy and Facilities Management • No.1 in Europe and U.S. in energy services • 2007 revenue: \$10.2 billion	 VEOLIA TRANSPORTATION Transportation • No.1 passenger transportation in US and Europe • 2007 revenue: \$8.2 billion
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- \$48 billion in revenues with 320,000 employees in 64 countries
- Only global company providing entire range of environmental services to municipal, industrial and commercial customers



A leader in the North American market

 VEOLIA WATER Water + Wastewater • No.1 in municipal partnerships and industrial outsourcing • Revenue: \$850M	 VEOLIA ENVIRONMENTAL SERVICES Waste Services ▪ Top 1 - 4 in various categories of waste management ▪ Revenue: \$2B	 VEOLIA ENERGY Energy and Facilities Management • Rapid growth in North American market to No. 1 position • Revenue: \$500M*	 VEOLIA TRANSPORTATION Transportation ▪ No.1 in U.S. passenger transportation ▪ Revenue: \$1.1B
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- North American businesses:
 - Approximately \$4.5 billion in revenues with 31,000 employees
 - No. 3 in Engineering News Record survey of environmental companies
 - Leader in integrated environmental management



* Includes full-year 2007 contribution from TNAI acquisition on a pro-forma basis



Survey Results



Methodology

Alexandria
Beijing
Berlin
Chicago
London
Los Angeles
Lyon
Mexico City
New York
Paris
Prague
Shanghai
Sydney
Tokyo

- Representative, random sample survey of city dwellers.
- 600 surveys in each city, totaling 8,600 respondents from 5 continents.
- Online surveys in 12 cities. Face-to-face interviews in 2 cities. Plus focus groups in most cities.
- Ages - 18-70, representative cross-section of age, gender and regional distribution.

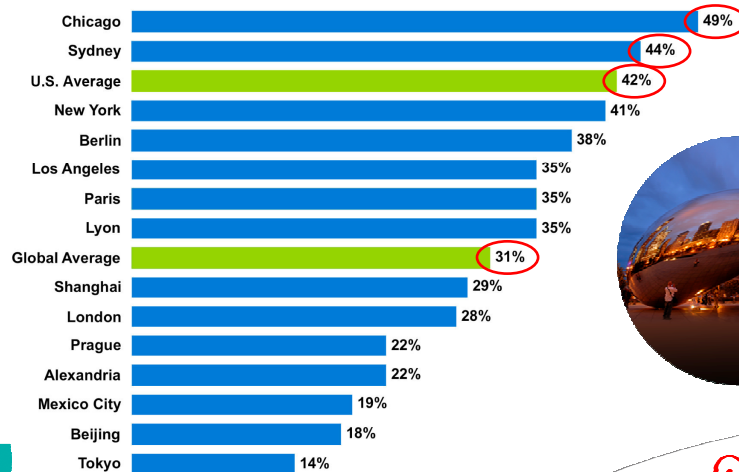


In which cities are residents most satisfied?



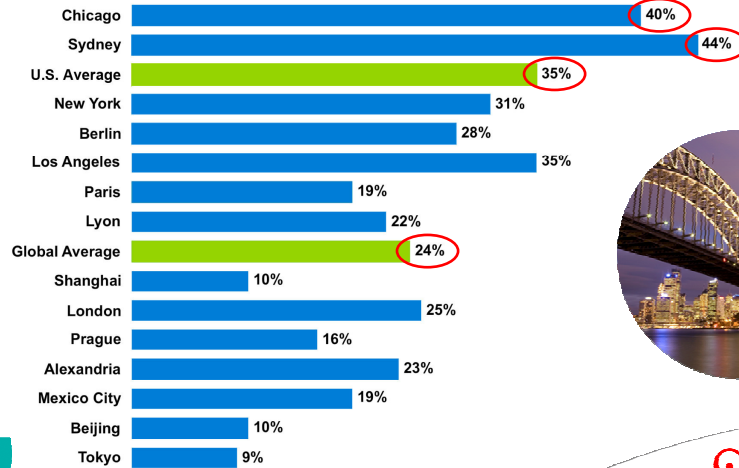
Chicago leads, with Sydney close behind, on "satisfaction with the city where I live"

% very satisfied with the city in which they live.
All Respondents N =8,608



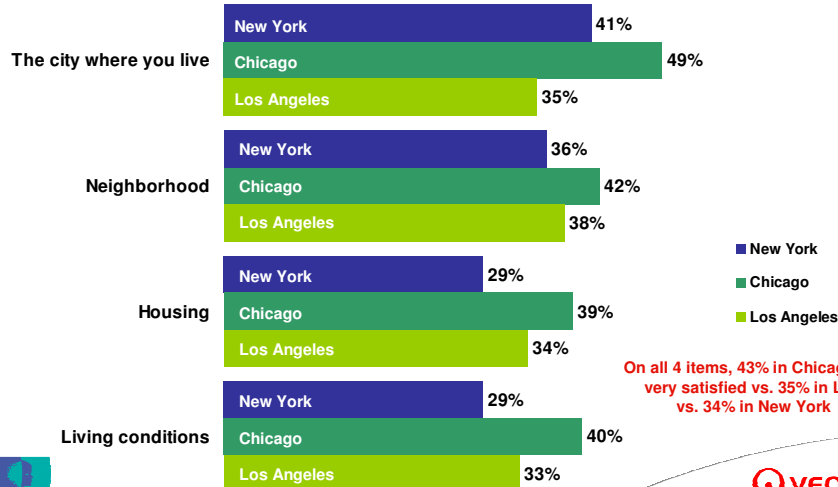
Sydney and Chicago lead in satisfaction with housing, neighborhoods & living conditions

% very satisfied with their housing, neighborhood and living conditions.
Numbers shown below are composite average scores to these 3 individual questions.



In the US, Chicago residents stand out as the most satisfied with 4 key "livability" items

% very satisfied on city where you live, neighborhood, housing and living conditions in your city.
All Respondents N=8,608



On all 4 items, 43% in Chicago are very satisfied vs. 35% in L.A. vs. 34% in New York

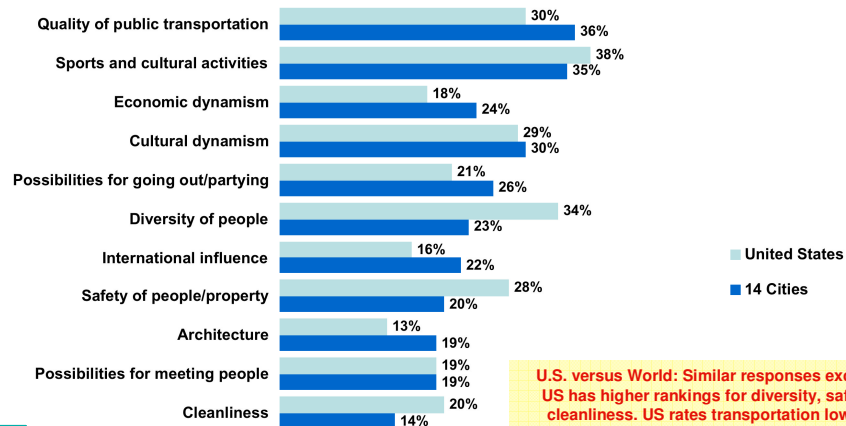


Around the world, people mostly like
and hate the same things about city life



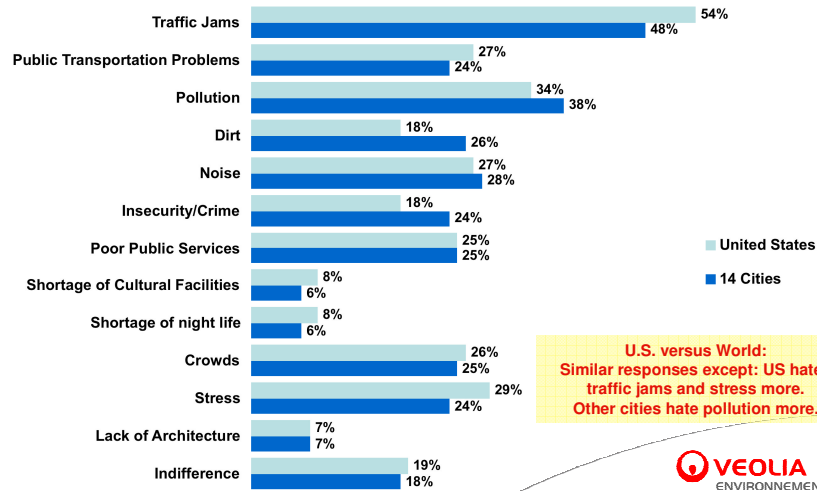
What people like about city life

What do you like the most about the city where you are living?
All Respondents N =8,608



What people hate about city life

What do you hate the most about the city where you are living?
All Respondents N = 8,608



Worldwide, people have mixed emotions about city life



Appreciation of choice, yet economic pressure

The city brings options, and freedom of choice

- 84% enjoy the choices and possibilities for work, sports, culture & entertainment

But with this freedom comes anxiety.

- 80% of city dwellers feel pressure to earn a good income.



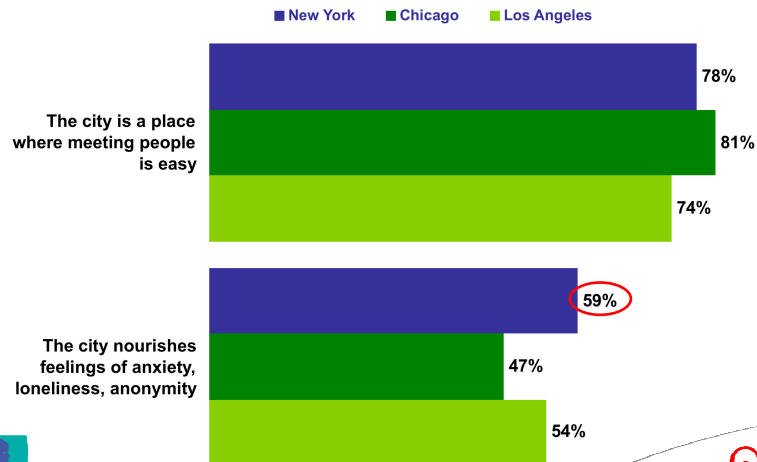
A paradox between the collective and the individual

- For most (72%), the city is a social place where meeting people is easy.
- But, city life comes at a psychological price.
- Half (53%) say that the city nourishes feelings of anxiety, loneliness and anonymity.



Meeting people is easy in U.S. cities, but New Yorkers feel more anxiety & loneliness

Q2. People sometimes express opinions about the city. For each of the following opinions, please tell us whether you completely agree, somewhat agree, somewhat disagree or completely disagree.
All Respondents N =8,608



The typical day of a city dweller is similar worldwide

Hours spent each day on various activities.
N=8,608 respondents



Worldwide, city dwellers are unanimous in wanting more time for family and friends

- They feel their lives are too frenetic and governed by factors they don't control (work, traffic, etc).
- They consider their "personal time" insufficient.
- They would like to re-do the balance between professional and personal time.
- They would like to spend an hour less in transport and an hour less in work, and have more time to spend sleeping, with family and friends, or on leisure and domestic activities.

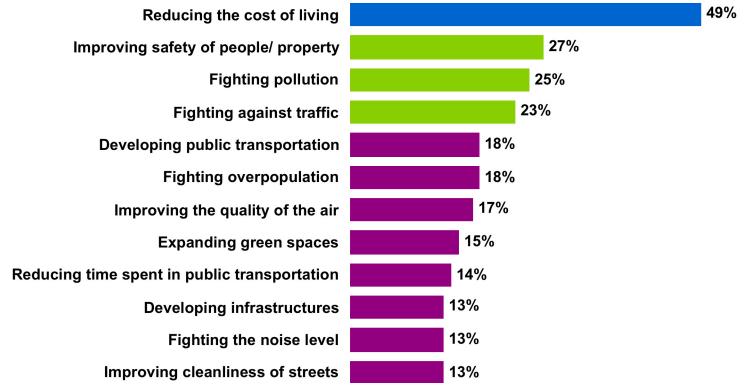


What would improve the quality of city life?



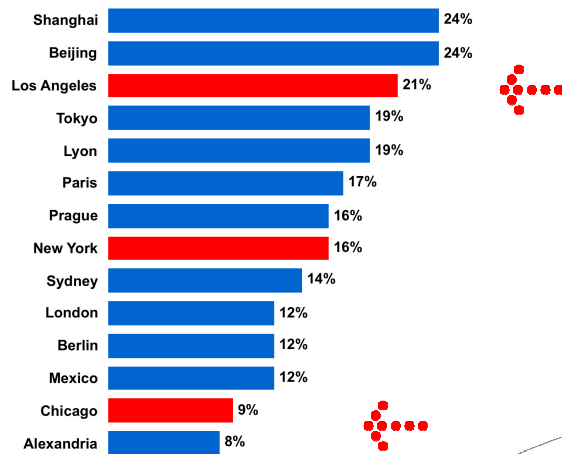
In all 14 cities, reducing the cost of living would most improve quality of life

Q19. According to you, what aspects could significantly improve your personal quality of life, in the city where you are living? (Up to 3 answers)
All Respondents N =8,608



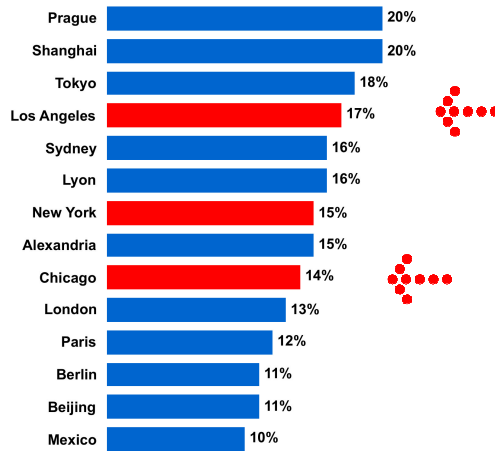
Need to improve the quality of the air

Q19. According to you, what aspects could significantly improve your personal quality of life, in the city where you are living? (Up to 3 answers)
All Respondents N =8,608



Need to expand green spaces

Q19. According to you, what aspects could significantly improve your personal quality of life, in the city where you are living? (Up to 3 answers)
All Respondents N =8,608

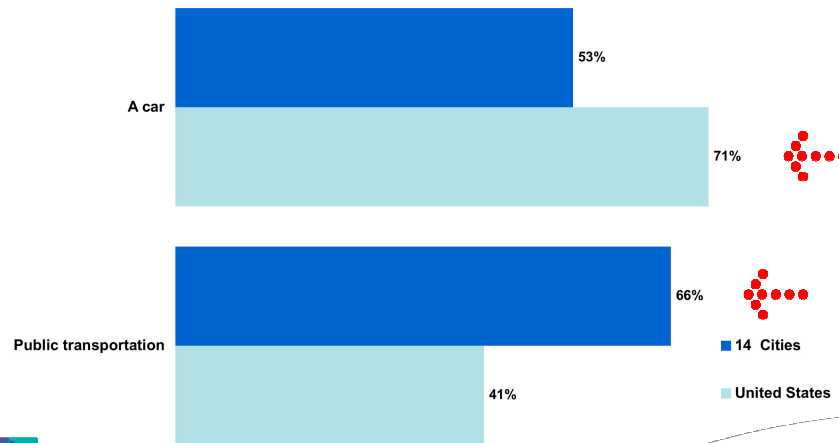


Americans are far more committed to their cars, and also more frustrated about traffic congestion



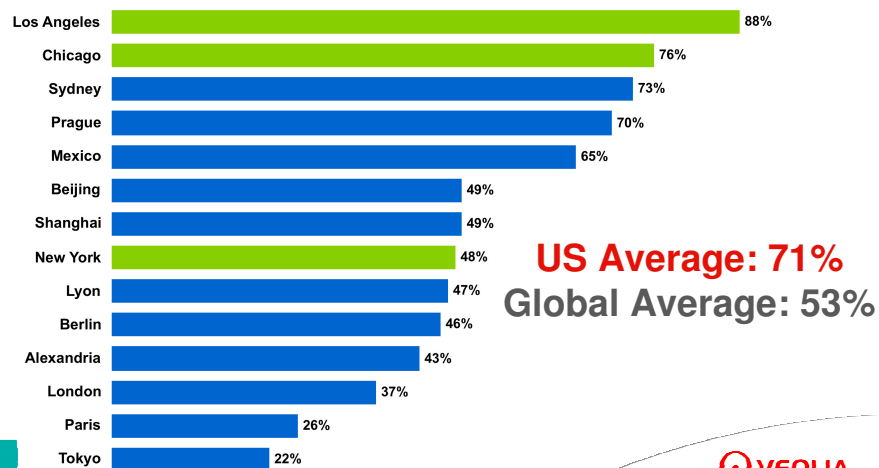
Primary mode of transport in the U.S. is a car. For rest of the world it's public transportation

Primary mode of transportation used.
All respondents N = 8,608

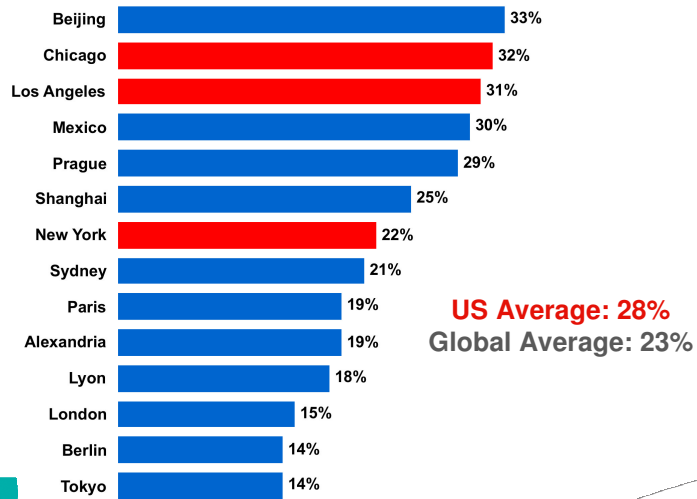


LA and Chicago lead in car usage among all cities

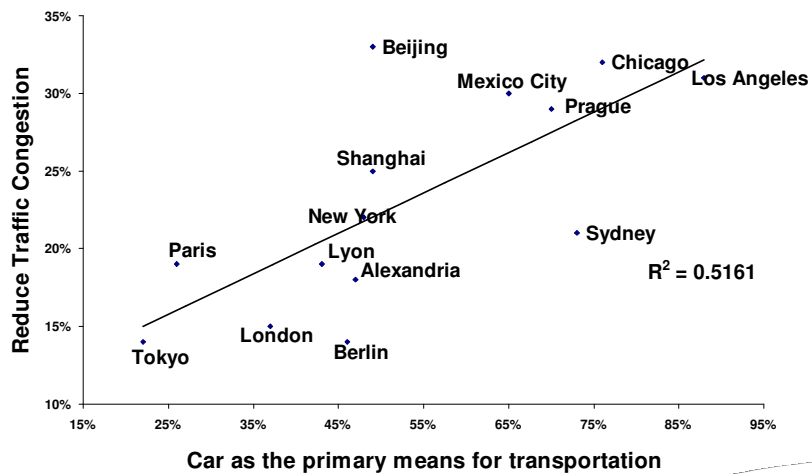
Primary mode of transportation used – car.
All respondents N = 8,608



Need to reduce traffic congestion to improve quality of life – LA and Chicago lead in U.S.

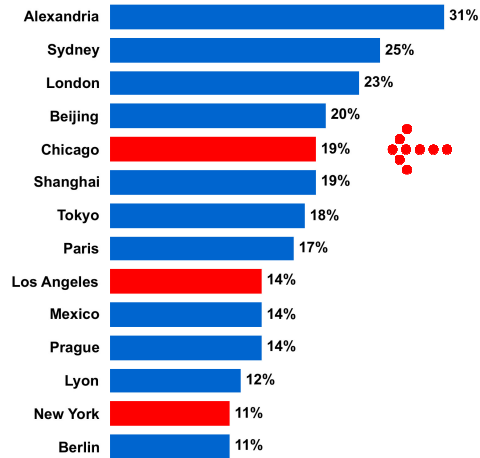


LA and Chicago residents use the car most and most feel the need to reduce traffic congestion



Need to develop public transportation to improve quality of life – Chicago leads in U.S.

Q19. According to you, what aspects could significantly improve your personal quality of life, in the city where you are living? (Up to 3 answers)
All respondents N = 8,608

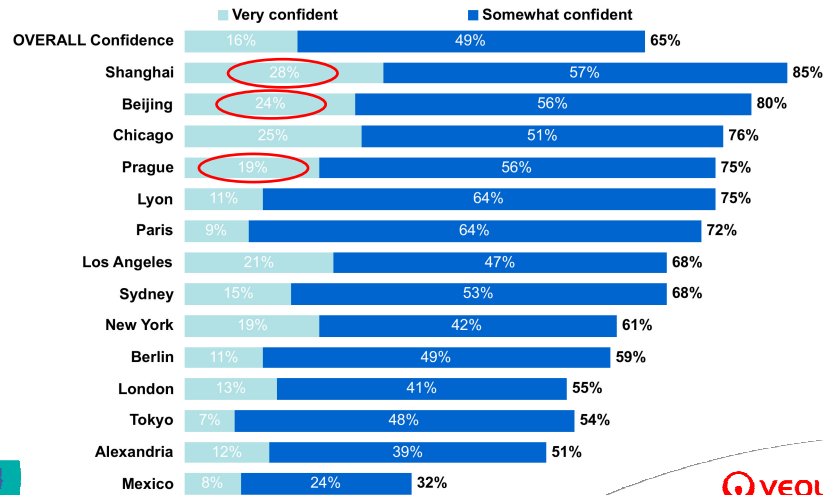


What is their overall outlook for the future – confident or worried?



Shanghai, Beijing, Chicago, Prague lead in confidence about the future

Q18. Are you personally very confident, somewhat confident, somewhat worried or very worried when you think about the future of the city where you are living? All Respondents N =8,608



Key worries for the future: cost of living, air quality, parking, noise, environment, housing

Q18. Are you personally very confident, somewhat confident, somewhat worried or very worried when you think about the future of the city where you are living? All Respondents N =8,608



Top worries for the future – Chicago vs other cities

Chicagoans are significantly less worried about the future on several key items, compared to the U.S. and world cities.

	Chicago	New York	L.A.	All 14 Cities
Cost of living	62%	76%	68%	72%
Parking space availability	57%	66%	51%	66%
Air quality	49%	62%	62%	66%
Noise level	44%	60%	52%	65%
Housing options	41%	65%	51%	55%
Quality of the environment	39%	55%	54%	56%
Quality of public transportation	55%	40%	45%	46%



Summary



Summary:

Most satisfied cities and key likes/dislikes

- **Sydney and Chicago clear leaders.**
- **Likes: Diversity, culture, sports & entertainment options, freedom, ease of meeting people**
- **Dislikes: Cost of living, traffic jams, lack of safety, pollution, noise, dirt, poor management of public services.**
- **Mobility from well-developed public transit is much appreciated.**



Summary:

Mixed emotions prevail

- **Much to like, yet economic pressure**
- **Easy to meet people, yet loneliness & isolation**
- **Universal desire to re-balance personal & professional time.**



Summary: Future outlook

- **Most Confident: Shanghai, Beijing, Chicago, Prague, Lyon and Paris**
- **Chief Worries: cost of living, air quality, noise, quality of the environment and housing options.**



If we could have it all...

- Sydney, Chicago and Los Angeles -- "livable" cities because of optimism & closeness to nature (oceans and Great Lakes settings)
- Tokyo's mass transit system and convenience
- Shanghai and Beijing's economic vitality
- Paris, London and New York's cosmopolitan setting and cultural activities
- New York, Chicago and Los Angeles's diversity of people
- Alexandria, Berlin and Prague's fun-loving social atmosphere and ease in meeting people
- Prague and Chicago's friendliness
- Prague's architecture



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