

Press release
The 6th of October 2025

Press contacts
Saur – Pauline Colomer - + 33 6 62 76 04 90 – pauline.colomer@saur.com
Havas – Oriane Teixeira-Leveux – + 33 6 46 58 43 81 – saur-rp@havas.com
POA – Stéphanie Dumagel - + 33 6 28 53 33 69 – stephanie.dumagel@paysdelor.fr

Saur France strengthens its local presence with the opening of a new customer service center in La Grande Motte (Hérault)

As part of the drinking water management contract signed with the Pays de l'Or urban community, Saur France is opening a new customer service center in La Grande Motte (Hérault). This local facility, designed to improve the user experience, embodies Saur France's commitments to service quality, transparency, and support for the region's water transition. The inauguration took place on Monday, October 6th, 2025, in the presence of Stéphan Rossignol, President of the Pays de l'Or urban community and Mayor of La Grande Motte, and Antoine Seguret, Vice President of Saur France's Southeast region.

A reception designed for area residents

This new space has been designed to offer residents of La Grande Motte and the Pays de l'Or urban area a simple, smooth, and welcoming experience. More than just a service desk, it aims to be a local hub, accessible to all, where every user can find a listening ear and support. Extended opening hours allow the center to better adapt to residents' lifestyles, while bilingual reception staff ensure an inclusive service for a diverse and dynamic population.

Through this new customer service center, Saur France reaffirms its conviction that water management is not just a matter of technology or infrastructure, but above all a direct, trusting human relationship between citizens and those who manage this precious shared resource daily.

Antoine Seguret, Vice President of Saur France's Southeast region, said: *"This new customer service center in La Grande Motte embodies our desire to be as close as possible to users, with a modern, accessible and human service. As an exclusive water provider, we place proximity and quality of relationship at the heart of our actions. It is also a powerful symbol of our commitment, alongside the Pays de l'Or urban community, to sustainable, supportive and innovative water management."*

A modern and responsible public service

The opening of this new facility is part of the public service delegation contract signed with the Pays de l'Or urban community, which came into effect on January 1st, 2024, for a period of seven years. This contract covers eight municipalities (Palavas-les-Flots, Saint-Aunès, Mauguio-Carnon, Mudaison, Candillargues, La Grande Motte, Lansargues, and Valergues), 356 km of network, and more than 19,000 connections. With annual revenue of €6 million, it places user experience, resource protection, and technical performance at the heart of the service.

Beyond physical reception, it is based on strong commitments:

- **Water quality and safety:** modernization of the Vauguières plant, enhanced monitoring of emerging pollutants (PFAS), AI-driven management;
- **Resource conservation:** continuous monitoring of groundwater, inventory of private wells, fight against leaks with an ambitious efficiency target of 90.5% by 2030;
- **Transparency and digital technology:** remote meter reading deployed on 99% of meters and a digital platform for real-time monitoring of service indicators.

Saur France customer service center in La Grande Motte:

Opening hours:

- By appointment Monday through Friday from 9 a.m. to 12 p.m.
- Walk-ins welcome from 2 p.m. to 5 p.m.

 Address: 379 avenue Jean Bene, 34 280 La Grande Motte

About the Pays de l'Or urban area:

The fifth largest urban area in the Hérault department, the Pays de l'Or comprises eight municipalities around the Étang de l'Or lagoon (Candillargues, La Grande Motte, Lansargues, Mauguio Carnon, Mudaison, Palavas-les-Flots, Saint-Aunès, and Valergues) and has a population of nearly 46,000, but experiences exponential growth in the summer due to its coastline, 18 km of beaches, and three seaside resorts. With 21 areas of responsibility managed by 46 elected community representatives, including an executive committee composed of the President and nine Vice-Presidents, the Pays de l'Or Agglomération is chaired by Stéphane Rossignol, Mayor of La Grande Motte.

About Saur:

In 2024, Saur became the first water company to issue blue bonds, combining environmental responsibility with financial innovation to drive sustainable transformation in water management.



Operating in over 25 countries, the Group serves 20 million consumers and partners with 9,200 local authorities and industrial clients. It delivers high-quality services in drinking water distribution, wastewater treatment, and smart water management—supporting small towns and major cities alike.

Guided by its purpose — “advocating to restore water to its true value” — Saur is a committed player in the ecological transition. In 2024, the Group generated over €2.3 billion in revenue and employed 12,000 people worldwide, with operations in Cyprus, Finland, France, Italy, the Netherlands, Poland, Portugal, Saudi Arabia, Spain, the United Kingdom, and the United States.

www.saur.com