

**Press release**

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**Press contacts**

*Saur* – Aurélie Nicolas – +33 6 60 34 74 90 – aurelie.nicolas@saur.com

*Havas* – Inès Descamps – +33 7 86 18 65 93 – saur-rp@havas.com

## **Saur France opens a new customer service center in Sillé-le-Guillaume for the 20,000 residents of the area.**

Saur France inaugurated its new customer service center and operational offices in Sillé-le-Guillaume, Sarthe, on March 6, 2026, in the presence of local officials, regional partners, and Estelle Grelier, CEO of Saur France. This inauguration marks a new milestone in the drinking water management contract, the result of over 30 years of trusted collaboration with the SIAEP of the Sillé-le-Guillaume region.

These new premises – including offices, a customer service center, and a spare parts shop – strengthen the proximity and responsiveness of the services provided to residents, local businesses, and community authorities in the area.

### **A modernized public water service for the local community.**

Sillé-le-Guillaume site has been redesigned to make information and services more accessible to all subscribers in the area. It reflects a strong commitment: to provide a personalized, welcoming, and accessible reception, ensuring that each user is better supported in their daily interactions related to drinking water.

### **A cornerstone contract for the region.**

This inauguration is part of the renewal of the public drinking water service delegation contract for the next ten years (2025–2034). It currently covers 17 municipalities, nearly 7,700 subscribers, and approximately 20,000 residents served across the Sillé-le-Guillaume area.

Over one million euros in investments will support the implementation of this contract over its duration, including nearly €900,000 dedicated to the rollout of remote meter reading and digital solutions that allow users to monitor their consumption in real time and better manage their water usage.

This project relies on the LoRaWAN network operated by Sartel Numérique, an organization supported by the Sarthe Department. This choice demonstrates territorial cooperation between local authorities and digital operators to improve the management of the water service.

### **Local synergy in service of the community**



The shared use of these premises with Saur Group's construction subsidiary, Cise TP, demonstrates strengthened operational coordination, ensuring better planning of interventions, increased responsiveness, and consistency in field actions. In total, nearly 25 Saur France and Cise TP staff work across the territory.

This new site represents another step toward bringing services closer to the people who use them daily, while enabling better anticipation of needs and continuous improvement of the public water service.

**Estelle Grelier, CEO of Saur France, stated:** *"The inauguration of this new customer service center in Sillé-le-Guillaume reflects our vision of public water service: a local, high-quality service oriented toward the future. Being present locally, with committed and accessible teams, is essential to meet the expectations of both elected officials and residents. Thanks to the investments made, particularly in remote meter reading, we are enhancing the network's performance while giving users the tools to better understand and manage their consumption".*

#### **About Saur :**

As the first water company to issue blue bonds in 2024, Saur is paving the way for integrating environmental responsibility with financial innovation. The Group provides high-quality services and smart solutions for water management, serving everyone—from small municipalities to large cities and industrial players—while protecting the environment.

Guided by its mission, "advocating to restore water's true value," Saur serves 20 million consumers and works with 9,200 local authorities and industrial clients. In 2024, the Group achieved revenue of over €2.3 billion and employed 12,000 people worldwide. Present in more than 25 countries, including Cyprus, Finland, France, Italy, the Netherlands, Poland, Portugal, Saudi Arabia, Spain, the United Kingdom, and the United States, Saur carries out essential missions in drinking water treatment and distribution, wastewater treatment, and smart water management for municipalities and industries.

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