The **A2A Group** is the largest Italian multi-utility, at the forefront of territorial services and technological solutions for **ten years**, with **one hundred years** of history and experience. **We design smart and sustainable cities**, with respect for the people who live there, we are protagonists of energy transition and we implement the principle of the **circular economy** in all of our activities. With a far-reaching strategic plan, we manage the generation, sale and distribution of electricity and gas, district heating, waste collection and recovery, e-mobility, public lighting and the integrated water services.

**The strategic plan 2020-2024**. A2A Group has developed the Strategic Plan 2020-2024, which constitutes an evolution of the previous ones, with a renewed focus on sustainability, actions and targets. The new Plan was in fact designed starting from the definition of ESG targets (Environmental Social Governance) challenging for each Business Unit, declined according to three main pillars of sustainability and also setting a longer-term development path that reaches 2030.

- **Climate Action**: we aim in the long term to decarbonise, with the phase-out from oil and coal by 2025, and a concrete commitment to support the energy transition through the development of new renewable sources and solutions to improve flexibility and adequacy of the electricity system.

- **Circular Economy**: we make concrete the recovery of materials and energy in our territories according to the best waste management standards and optimize the management of the integrated water cycle.

- **Smart Solutions**: our model is based on the digitalization of services and the adoption of innovative solutions to support, in particular, energy efficiency and the electrification of final consumption.

Through the **2030 Sustainability Policy**, A2A has redesigned its strategy in order to make a concrete and measurable contribution to the achievement of the sustainable development goals of the UN 2030 Agenda.

A2A is at the forefront of the fight against climate change with targets for reducing greenhouse gas emissions by 2030, in line with the 2 °C trajectory defined by the Paris Agreement (COP21).
Generation
We meet all energy needs with flexibility and efficiency, thanks to diversification of sources, technologies used and geographic distribution of our facilities. With significant investments we have developed energy production from renewable sources and research on cutting-edge technologies, to contribute effectively to fight climate change.

Energy efficiency
We have conceived a range of energy efficiency services for companies, public authorities, buildings and citizens, from technical and engineering consultancy to energy diagnosis and certifications, through to highly efficient lighting projects. We also offer integrated services for heating management, e-mobility, smart building, video surveillance and connectivity.

Public lighting
We light up cities in an efficient and sustainable way, in order to enhance their beauty and guarantee citizens’ security. In several cities we are increasing the replacement of traditional lights with LED devices, which improve energy efficiency and quality of light and reduce light pollution and environmental impact.

Electricity and gas sales
We provide our energy to over 2.5 million customers and we are constantly at the top of the national leader board in terms of satisfaction surveys. We are a constant reference point for citizens, at home and in the city, bringing comfort and innovative services in order to promote energy efficiency and e-mobility. Every day we undertake to offer a quality service, that meets the most diverse needs, both citizens and big companies ones.

Distribution networks
Our integrated and widespread management of electricity and gas networks supports cities’ transformations. Thanks to the technological evolution of “smart grids”, we guarantee services that are increasingly safe, environmentally conscious, efficient and of high quality. And with smart meters we offer citizens new ways to control consumption.
Smart City

We develop and manage technological infrastructures which enable integrated and network connected digital services. At the Smart City Lab research centre in Brescia, we study the link between innovative digital IoT technologies and implementing services that improve citizens’ quality of life and environmental efficiency. We define development strategies based on the next generation fibre optic network. We design custom solutions for both companies and institutions.

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Heating and services

We are the leading company in Italy in the district heating sector, the most efficient and sustainable choice for comfort at home and at the office. We recover energy and heat from industrial production cycles or from Waste-To-Energy, using the best technologies available. We provide services to make buildings more efficient and we support self-production facilities linked to solar energy.

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Water supply

In some provinces of Lombardy we manage the integrated water supply, aqueducts, water purification plants and sewer networks. We invest resources to optimise plants and avoid accidental waste of this precious resource. We treat waste water so we can return it to the environment free of polluting substances.

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Competences and services

- Broadband connectivity
- Remote meter reading
- LED public lighting
- Energy monitoring and generation
- Monitoring and control of heating in buildings
- Domotics
- Wi-Fi
- Security surveillance of buildings
- Monitoring of hydrogeological risk
- Parking, sharing and electric vehicle charging
- Video surveillance
- Monitoring and stability of infrastructures

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Environment

We are at the forefront of the environmental services sector, with a selection of technologically innovative plants, including two plastic recovery plants in Piedmont and Lombardy and three high efficiency cogeneration plants servicing the district heating networks of Bergamo, Brescia and Milan. We design, implement and manage collection systems and plants for recycling, treatment, disposal and energy recovery, transforming waste into useful resources.

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Urban hygiene

We manage the integrated waste cycle, street cleaning and other essential services for the hygiene and cleanliness of cities, in Milan, Brescia and several Municipalities of Northern Italy. Our fleet of methane-fuelled vehicles is one of the largest in Europe. Thanks to the service of Amsa, which has been part of the A2A Group since 2008, Milan is one of the leading European cities with 60% sorted waste collection, and is first worldwide for people served by wet waste collection.

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Figures are updated as of March 31, 2020.