

Brazil Study Tour: Operator Exchange
Agenda/Itinerary
(Funded by the Water Environment Federation)

Timing: August 25 – August 26, 2025, All flights landing by 10AM
Duration: 5 days (Including arrival and departure days)

List of participants:

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Focus: Operator Exchange, Workforce, Community, Circular Water Economy

Immigration: Don't be surprised if an immigration officer asks you multiple questions. This is normal in Brazil. When asked about the purpose of your visit, say tourism. Stating you are coming for business purposes will conflict with your visa application information. Print out (hard copy) of all your documents, Visa (2 copies), flight itinerary and hotel reservation information. They need to know that you are planning on leaving the country and that you

have a place to stay. Have a copy of your passport page that has your picture and information in case you lose your passport. Business casual dress when entering the country will help the process as well.

Transport from GRU to hotel: There are airport affiliated taxi services usually located once you exit baggage claim. Uber is safe and economical as well.

Hotel: Hilton Garden Inn - Av. Rebouças, 2636 - Pinheiros, São Paulo - SP, 05402-400, Brazil Phone: +55 (11) 43956009

SABESP Operator Study Tour: Operator Exchange - Itinerary

Monday, August 25: Travel Day – Arrive August 26 AM

Tuesday, August 26: Rest in the AM

Orientation & Overview – 3pm – 5pm

- **Location:** Sabesp Headquarters, São Paulo

Rua Nicolau Gagliardi 313, Pinheiros – São Paulo

SABESP will arrange pickup at the hotel at 2:30 PM.

All participants must have an official ID when checking in at SABESP.

Contact at headquarters: Patrick Schindler +55 (11) 98767-7791

- **Activities:**

- **Welcome session** (30min) – Mr. Meunim Rodrigues Oliveira Jr – Director of Institutional Relations
- **Presentation on Sabesp's history, mission and operational scale** (30min) – Mr. Meunim Rodrigues Oliveira Jr – Director of Institutional Relations
- **Overview of São Paulo's water and sewage infrastructure** (30 min) – Mr. Andre Gois – Water Production Director and Mrs. Ivana Wuo – Sewage Treatment Director
- **Q&A session** (30min) – Mr. Bruno Sidnei – Manager of Research and Technological Development

Wednesday, August 27 - Technical Visits (9am – 2pm)

Depart hotel: 7:30 AM for arrival at SAESP HQ at 7:45 AM

Arrive: SABESP headquarters. Transportation for field trips provided by SABESP.

Field visits:

- **Santa Inês Pumping Station** (2 hours: 9am – 11am) - Mr. Luciano Fernando de Toledo
- **Guaraú Water Treatment Plant and the Cantareira Small Hydropower Plant** (2 hours: 11am – 1pm) - Mr. Edilson Pereira da Silva
- **Lunch at Velhão restaurant** (1pm – 2pm)

- **Santa Inês Pumping Station:**
 - The Santa Inês Pumping Station (Estação Elevatória Santa Inês) is the largest pumping facility operated by Sabesp, the water and sanitation company of São Paulo. It plays a crucial role in the Cantareira System, which supplies water to the São Paulo Metropolitan Region.
Its main function is to pump water from five interconnected reservoirs—Jaguari, Jacareí, Cachoeira, Atibainha, and Paiva Castro—through a network of tunnels to the Águas Claras Reservoir, located atop the Serra da Cantareira. From there, water flows by gravity to the Guaraú Water Treatment Station.
 - Key Features:
 - Four motor-pump sets installed about 60 meters below ground.
 - Each pump can handle 11 m³/s at a head of 120 meters, powered by 20,000 hp motors.
 - Operates with up to three pumps simultaneously, keeping one in reserve.
 - Nominal flow capacity: 33 m³/s.
 - Water is drawn from Paiva Castro via a 1 km tunnel and lifted 138 meters to Águas Claras 1.

- **Guaraú Water Treatment Plant:**
 - The Guaraú Water Treatment Plant, located in São Paulo, Brazil, is one of the largest drinking water treatment facilities in South America. The plant treats approximately 31.5 cubic meters per second, equivalent to 720 million gallons per day. It supplies drinking water to the Metropolitan Region of São Paulo, a densely populated urban area with over 20 million residents. The plant is part of the Cantareira System, which is responsible for supplying nearly half of São Paulo's water needs.

- **Cantareira Small Hydropower Plant:**
 - The Cantareira Small Hydropower Plant (often referred to as a Small Hydroelectric Power Plant or SHPP) is a renewable energy facility designed to generate electricity using the flow of water within the Cantareira System, one of the largest water supply systems in South America.

Thursday, August 28 – Technical Visits (9AM – 2PM)

Depart hotel: Give plenty of time for traffic to arrive at 7:45 AM

Arrive: SABESP headquarters. Transportation for field trips provided by SABESP.

Field visits:

- **ABC Wastewater Treatment Plant** (one and a half hours: 9am – 10:30am) – Mr. Rodrigo Alves Augustoli - Manager
- **Aquapolo** (one and a half hours: 10:30am – noon) – Sandro Paiva Sousa - Engineer
- **Lunch at Laportes restaurant** (noon – 1pm)
- **Se Liga na Rede Program** in Brasilândia (low-income area) (2 hours: 3pm – 5pm) – Ribamar de Moraes – Technologist
- **ABC Wastewater Treatment Plant / [GS Inima Aquapolo](#):**

The largest reclaimed water production project in South America and one of the largest in the world, AQUAPOLO is the result of a partnership between GS Inima Industrial and SABESP (São Paulo State Basic Sanitation Company). Developed as a climate change water management solution, AQUAPOLO supplies reclaimed water to the Capuava Petrochemical Complex and industries in the ABC Paulista region.

An innovative and sustainable project, a pioneer in Brazil, AQUAPOLO has the capacity to produce up to 1,000 liters of reused water per second, utilizing the most advanced technological processes available in water and wastewater treatment. This volume is equivalent to the water supply for a city of 500,000 inhabitants. For every liter of water produced at its facilities, another liter of drinking water is saved.

Highly automated, AQUAPOLO uses sewage treated by Sabesp's ABC Sewage Treatment Plant (ETE-ABC) as its main input. After the sewage

treatment process, part of the flow that would otherwise be directed to the Córrego dos Meninos (the stream where water is sent after treatment at ETE-ABC) is diverted to AQUAPOLO's operation.

The water parameters and quality required at the end of the entire process were determined in conjunction with the client, who uses the water in various industrial processes such as cooling towers and boilers. To transport and distribute the produced water, a 17-km pipeline was built, running from its headquarters in São Paulo, passing through the municipalities of São Caetano do Sul and Santo André, until reaching a distribution tower in Capuava, Mauá, where the Capuava Petrochemical Complex is located. From there, a 3.6-km distribution network delivers the water to each of the Complex's customers. The pipeline was designed to allow for diversions, enabling service to potential customers along its route.

- **Se Liga na Rede Program in Brasilândia (low-income area)**
 - The Se Liga na Rede Program is a social and environmental initiative by the Government of São Paulo and Sabesp, aimed at expanding access to sanitation services for low-income families in urban areas like Brasilândia, a district in the northern zone of São Paulo.
 - Key Features of the Program:
 - Free sewer connection works are carried out inside homes of families earning up to three minimum wages.
 - The goal is to connect residences to the public sewage system, reducing the direct discharge of untreated sewage into rivers and streams.
 - The program has directly benefited over 800,000 people and indirectly improved conditions for around 40 million through environmental gains like the despollution of water bodies 1.
 - Local residents are hired and trained as “Agentes Se Liga”, who visit homes to explain the program, collect signatures for participation, and follow up after the work is completed.
 - After the connection is made, homes are returned in equal or better condition, ensuring dignity and satisfaction for participants.
 - In Brasilândia, the program has been especially impactful due to the area's high social vulnerability and limited access to sanitation infrastructure. It contributes not only to public health improvements but also to environmental recovery and community empowerment.

Friday, August 29: Departure

Plan properly for departures. Traffic in Sao Paulo can be very heavy, especially during rush hours. Suggested arrival at airport before flight 2.5-3 hours. Security inspections are usually very thorough. Don't be surprised if you are asked multiple questions.

Suggested Reading

Brazil is going through a process of universalization of water services mandated by the government:

<https://www.gov.br/en/government-of-brazil/latest-news/2022/new-legislation-facilitates-private-investments-in-basic-sanitation-in-brazil>

<https://transcendinfra.com/brazil-mandate-for-universal-water-and-sanitation/>

<https://www.dlapiper.com/en/insights/publications/2020/11/pgi-issue-4/brazil-new-basic-sanitation-legal-framework>

SABESP has been privatized:

<https://smartwatermagazine.com/news/smart-water-magazine/sao-paulo-government-nets-27-billion-sabesp-privatization>

<https://www.bloomberg.com/news/articles/2024-07-18/brazil-s-sabesp-privatized-in-largest-equity-offering-in-latin-america-this-year>

<https://latinfinance.com/2024-deals-of-the-year-awards/2025/01/31/equity-follow-on-of-the-year-sabesp/>

Travel tips, tricks, Brazilian Portuguese phrases and food

Tips

- Travel: Suggest carry on avoiding lost baggage
- Attire: For SABESP headquarters visit – Business Casual - collared shirt
Plant visits: attire more suitable for plant visits
- Tours – Closed toe shoes. PPE will be provided on tours.
- Weather Sao Paulo: High of 76, partly cloudy, rain expected on August 28
- Currency: Exchange rate 1 USD to 5.4 B Reales

- Credit cards widely accepted/ATMs safe to use/Good to have some cash on hand for tips/dining locations that may not accept credit cards
- Sao Paulo population: Over 12 million people. Like in any large city, please be aware of your surroundings. Please buddy up if you are walking around.
- Transportation: Uber is safe and economical.
- Purchases: If you purchase any souvenirs or are using CC to make purchases suggest that you pay in reales instead of USD, it will be more favorable exchange wise.
- Communication: Suggest you create a What's App Group
- Mobile charges: Suggest you check with your mobile service provider. You can add on a plan for intl' travel.

Phrases in Brazilian Portuguese

General Greetings

- **Olá** – Hello Pronounced: *oh-LAH* This is the most neutral and widely used greeting.
- **Oi** – Hi Pronounced: *oy* Very casual and friendly, often used among friends or in informal settings.



Good Morning

- **Bom dia** Pronounced: *boh-m JEE-ah* Used until around noon.



Good Afternoon

- **Boa tarde** Pronounced: *BOH-ah TAR-jee* Typically used from noon until sunset.



Good Night

- **Boa noite** Pronounced: *BOH-ah NOY-chee* Used after sunset or when saying goodbye for the night.

You can add tudo bem (how are you?)



Basic Thank You

- **Obrigado** – if you're male Pronounced: *oh-bree-GAH-doo*
- **Obrigada** – if you're female Pronounced: *oh-bree-GAH-dah*

This literally means “obliged,” as in “I’m obliged to you.”



More Ways to Say Thank You

- **Muito obrigado/obrigada** – Thank you very much Pronounced: *MOO-eeen-toh oh-bree-GAH-doo/dah*
- **Valeu!** – Thanks! (informal, like “thanks a lot” or “cheers”) Pronounced: *vah-LEH-oo*
- **Agradeço!** – I appreciate it (a bit more formal) Pronounced: *ah-grah-DEH-soo*

Food – What NOT to miss

A real rodizio

São Paulo is a culinary powerhouse, blending traditional Brazilian flavors with global influences. Here are some **must-try foods** you shouldn't miss while you're there:

Picanha

- A prized cut of beef (sirloin cap) served at churrascarias (Brazilian steakhouses/rodizio).
- Rich, juicy, and often carved tableside over open flame.

Feijoada

- Brazil's iconic black bean and pork stew.
- Traditionally served on Wednesdays and Saturdays with rice, collard greens, and orange slices.

Coxinha

- Deep-fried croquettes shaped like chicken drumsticks.
- Filled with shredded chicken and creamy catupiry cheese — a street food favorite.

Brigadeiro

- Classic Brazilian chocolate truffles made with condensed milk and cocoa.
- Found at bakeries, dessert shops, and birthday parties everywhere.

Mortadella Sandwich

- A giant sandwich packed with layers of mortadella sausage.
- Best enjoyed at the Municipal Market (Mercadão).

Moqueca

- A seafood stew with fish, shrimp, vegetables, and coconut milk.
- Served hot in clay pots, originally from Bahia but popular in São Paulo.

Pastel

- Crispy, deep-fried pastry filled with cheese, meat, or heart of palm.
- Often paired with sugarcane juice at street markets.

Açaí Bowl

- Frozen açaí pulp blended and topped with granola and fruit.
- A refreshing and nutritious treat, especially popular for breakfast.

Brazilian Hot Dog

- Loaded with toppings like mashed potatoes, corn, peas, and even quail eggs.
- A wild and delicious twist on the classic.

Pastéis de Nata – Portuguese Custard Tarts

What They Are: Pastéis de nata (singular: *pastel de nata*) are **flaky puff pastry tarts** filled with a luscious **egg custard**

Pão de Queijo – Brazilian Cheese Bread

What it is: A small, round, chewy bread made with **cassava flour (polvilho)** and cheese — typically **Minas cheese**, though parmesan or mozzarella are also common.