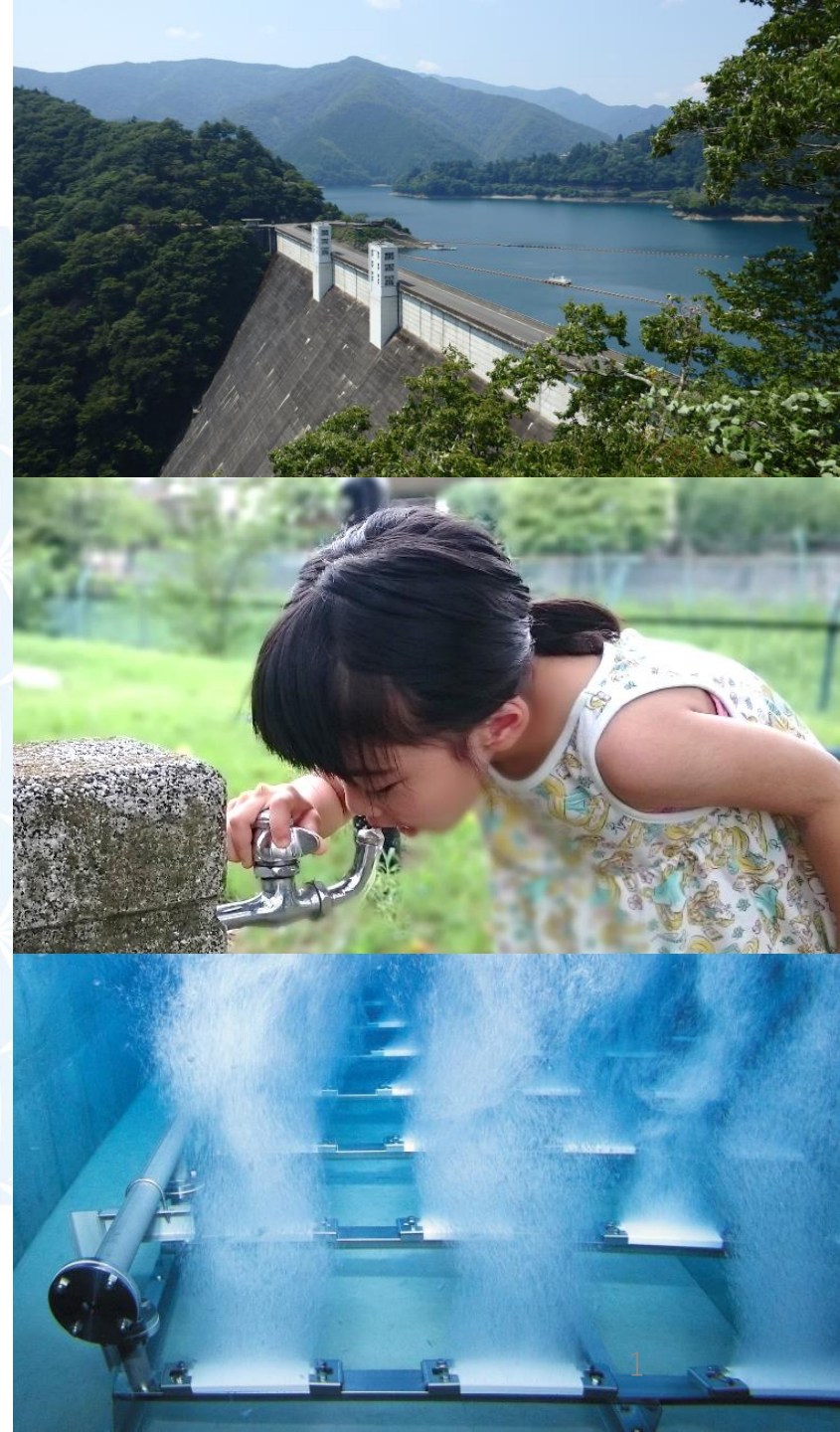


International Cooperation of Tokyo Waterworks



東京都水道局

Bureau of Waterworks,
Tokyo Metropolitan Government



Introduction

Tokyo's waterworks business has supported the lives of Tokyo residents and urban activities in the capital for over 120 years since the establishment of modern waterworks. During this long period of business operations, we have overcome various challenges and are now a water utility with one of the world's leading technological standards.

The Tokyo Water Group is utilizing the technology and know-how it has cultivated to improve the water situation in developing countries. In addition, in order to address new challenges such as climate change, we are working to improve the water situation around the world by interacting with cities overseas and sharing previous cases and new technologies.

□ Aim of International Cooperation

As a water utility with the world's leading technology, extensive experience and large-scale operation, the Tokyo Water Group will actively work in cooperation and collaboration with cities overseas to address global water challenges, such as those faced by developing countries and the impact of climate change on water quality. We aim to fulfill our expected role both in Japan and internationally.

Furthermore, through these initiatives, we will further improve the technical capabilities of the Tokyo Water Group and the problem-solving skills of our staff. These improvements will be leveraged to ensure the long-term sustainability of Tokyo's water services, which support the daily lives of residents and the functioning of the capital city. By promoting international cooperation, we contribute to the realization of the Tokyo Metropolitan Government's vision for a "City Chosen by the World".



Introduction

□ How We Cooperate

- We will work with wide range of entities to contribute to initiatives to improve the water situation so that everyone can use tap water safely in developing countries.
- By deepening mutual exchanges and working together with overseas entities, we aim to overcome global challenges, such as climate change, and work to realize sustainable waterworks businesses.
- We will promote effective implementation of initiatives by collaborating with related parties, including utilizing the TMG's "Sustainable High City Tech Tokyo". As a result, we will contribute to establishing and enhancing the presence of "Tokyo".



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1. Global Issues

1-1 Water Situation in Developing Countries

According to the Japan International Cooperation Agency (JICA), as of 2020, 2 billion people around the world do not have access to safe drinking water, putting their survival at risk. In addition, water shortages are becoming more severe in many areas due to expanding economic activity and climate change, and conflicts of interest over water are also emerging.

For this reason, JICA is expanding international cooperation activities with the aim of “Toward a society where all people can access to safe water”, and is encouraging and supporting Japanese water utilities in their activities overseas.



1-2 Crises the World Is Facing on a Global Scale

Currently, common global urban issues, such as progressing global warming, climate change and frequent natural disasters, are becoming apparent in the world.

Waterworks businesses have various impacts on the global environment, including the use of large amounts of electricity in the process of producing and delivering water. This is a common issue in cities around the world, and in Tokyo, the amount of electricity used is equivalent to about 1% of the total electricity consumed in the city.

Tokyo also needs to overcome these common issues to continue providing stable water services into the future. Now is the time for us to work closely together and cooperate with cities around the world.



2. Waterworks Business in Tokyo



2-1 Business Overview

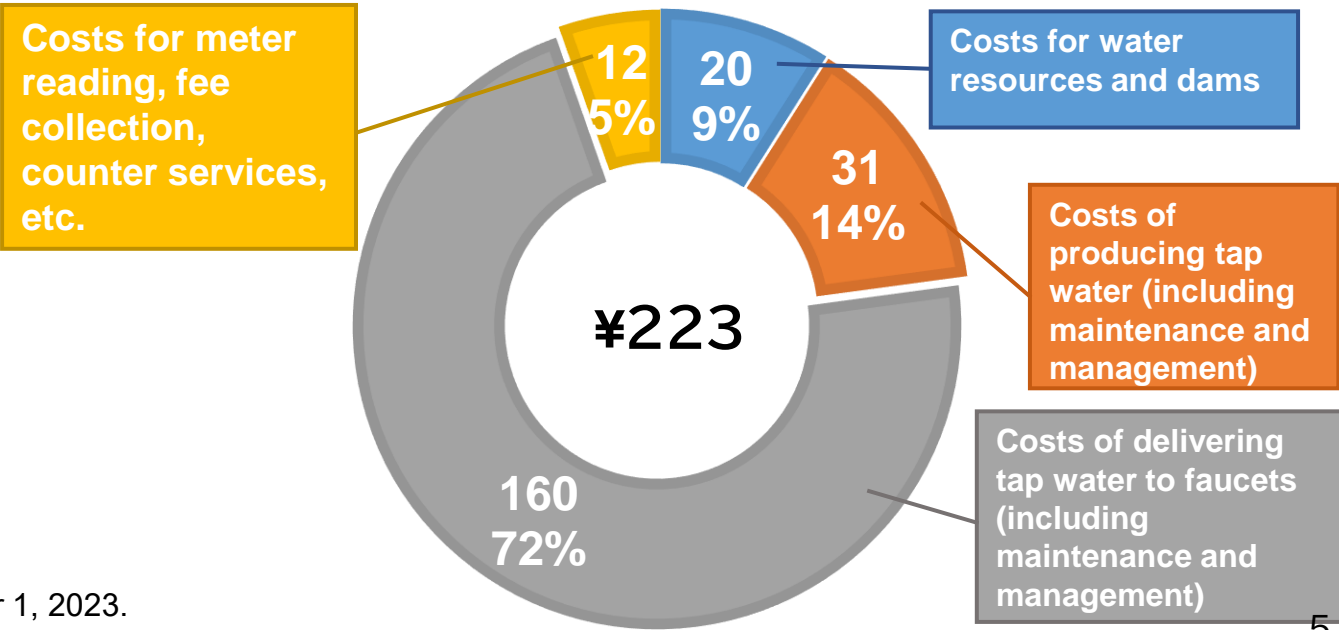
Bureau of Waterworks of the TMG supplies water to almost all of Tokyo.
As a local public enterprise in Tokyo, We operates on an independent accounting system based on revenue from water charges and is one of the world's largest water utilities, operating an integrated business from water resources to the faucets.

○ Basic information (as of March 2024)

Establishment	December 1, 1898
Water supply service area	1,239 km ²
Water supplied population	13,755,000 people
Number of water meters installed	8,068,000 pieces
Water supply coverage rate	100%
Owned area of water conservation forests	254.44 km ²
Facility capacity (daily volume)	6.84 million m ³
Average water distribution amount per day	4.17 million m ³
Total water distribution amount per year	1,526.63million m ³
Leakage rate	3.9%
Water pipe extension	27,520 km
Revenue from water charges	282,728 million yen

Water supply cost (unit: yen)

Delivering 1 m³ of tap water
The cost is 223 yen. (end of the fiscal period for 2023)



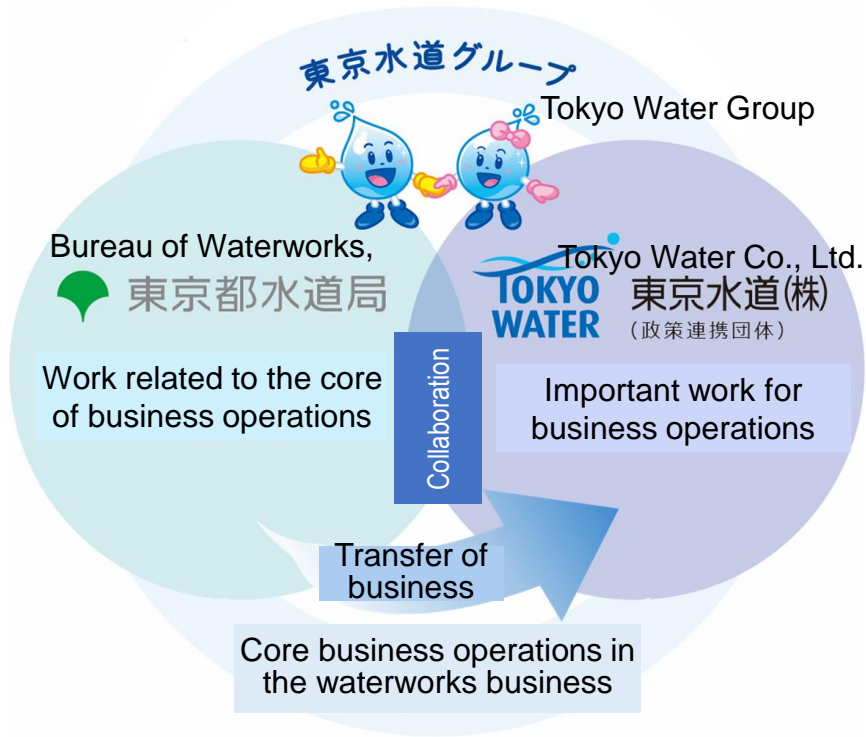
(Note 1) Service areas, population served and pervasion are values as of October 1, 2023.
(Note 2) Distribution amount includes the water diversion amount to unintegrated cities.

2. Waterworks Business in Tokyo

2-2 Tokyo Water Group

To ensure the sustainable operation of waterworks into the future, it is necessary to foster strong cooperation between the Bureau of Waterworks and partner organizations.

The Tokyo Water Group promotes “group management” in which the Bureau and partner organizations act as a single water utility. This framework allows us to leverage each other’s strengths and work in close coordination under an integrated management strategy, effectively balancing public interest and operational efficiency.



Partner Organization = Tokyo Water Co., Ltd.

- Policy cooperation organizations are organizations that are particularly highly related to the TMG, such as working with the TMG to implement or propose projects and collaborate with the TMG to realize policies.
- As a policy cooperation organization, Tokyo Water Co., Ltd. carries out its business operations by making full use of its sense of public interest mission and the business development capabilities unique to a private company.

We are also working together with Tokyo Water Co., Ltd. to expand internationally as part of the Tokyo Water Group

3. Strengths of Tokyo Waterworks

3-1 Providing Safe and Delicious Tap Water

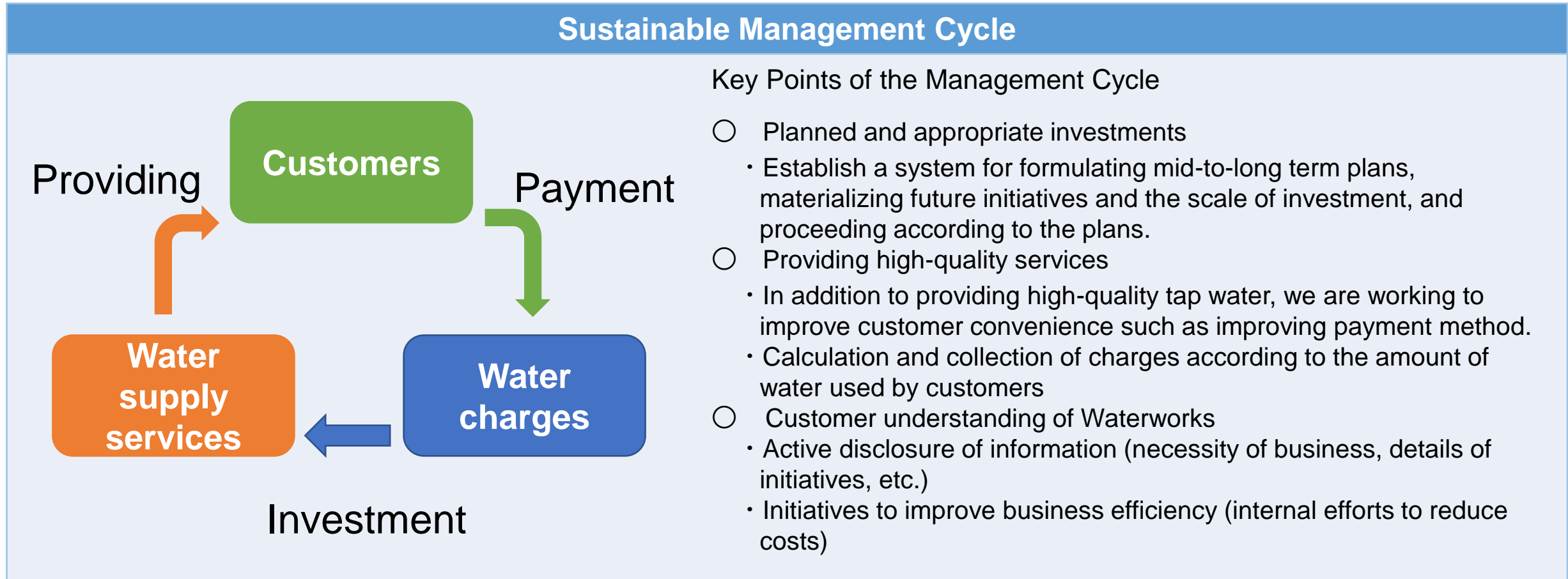
The tap water in Tokyo is drinkable and delicious. You can use it safely 24 hours a day, 365 days a year. We provide this environment as a matter of course, supporting the urban activities of the Tokyo, and its approximately 14 million residents.

Ensuring safety	Advanced water treatment	Water resource conservation
		
<p>Water quality is checked in various processes from water resources to faucets. Water quality tests cover a total of 291 items, exceeding national standards, including testing for PFOS. Test results are published on the website.</p>	<p>Main purification plants in Tokyo implements water treatment incorporates ozonation and biological activated carbon adsorption treatment to remove substances that cause musty odor and ammonia nitrogen, which is the source of chlorine odor.</p>	<p>We own approximately 25,000 ha of water conservation forests and carries out conservation work such as thinning and pruning, and promotes forestation through a variety of attempts, including collaboration with Tokyo residents and private companies.</p>

3. Strengths of Tokyo Waterworks

3-2 Realizing a Sustainable Management Cycle

We provide our customers with appropriate water supply services, in return we receive payments, and then reinvested those fees in maintaining and improving our water supply services. By repeating this cycle, we are able to operate sustainably.



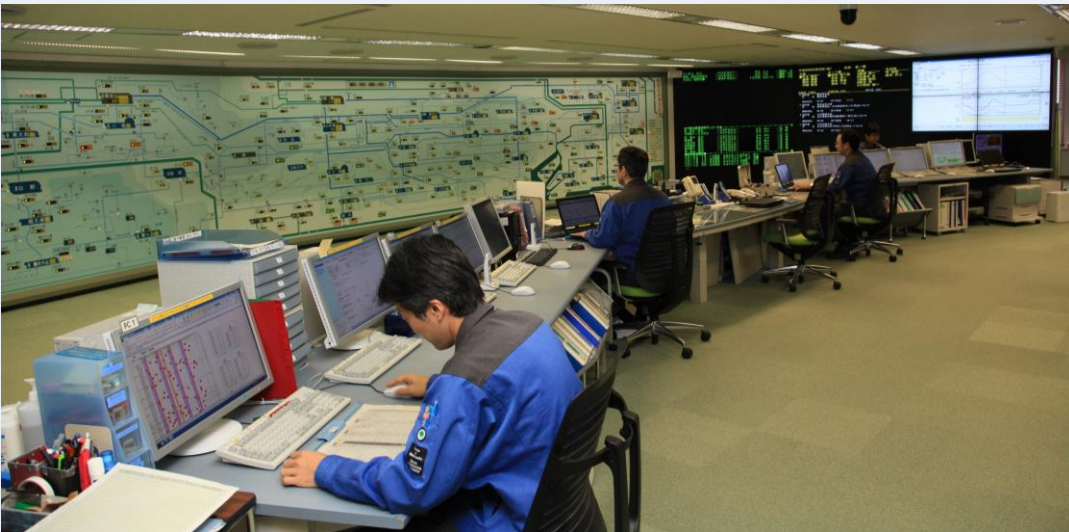
3. Strengths of Tokyo Waterworks

3-3 Appropriate water management and the world's lowest level of leakage rate

To continue our business into the future, it is important to make effective use of our limited water resources. Tokyo Waterworks strives to operate its water systems appropriately and to prevent leaks that result in the waste of precious tap water.

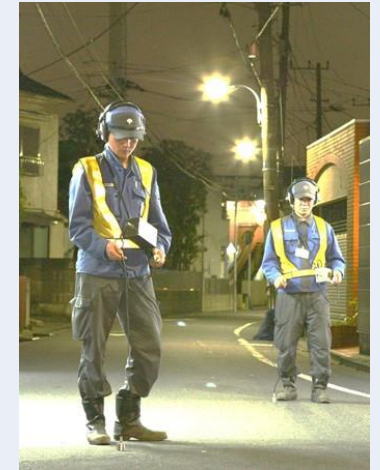
Currently, Tokyo's leakage rate is in the 3% range, one of the lowest in the world.

Advanced water management



In order to accurately grasp the large-scale and complex water operation status of Tokyo, a water operation system consisting of large computers and other equipment centrally collects various information from water resources to water distribution pipes. This system enables 24-hour continuous monitoring and ensures appropriate control of water pressure and other parameters in response to fluctuations in demand.

Leak prevention initiatives



▲ Survey of detecting water leakage

Prevention of water leakage is important initiatives that also contributes to preventing serious secondary damage such as poor water flow and road collapses.

In addition to the planned replacement of water distribution pipes, early detection and repair of water leakage is being carried out (approximately 2,000 km of roads are surveyed annually).

3. Strengths of Tokyo Waterworks

3-4 Human resource development and the transfer of technology and know-how

Approximately 6,300 people are involved in the waterworks business in the Tokyo Water Group.

In order to properly operate waterworks business, it is important to pass on various technologies and know-how, so we are systematically working to develop the human resources that will support our organization.

Training and Development Center



The Training and Development Center is equipped with a number of experiential training facilities, such as a field where artificial leaks are generated and a training facility that simulates a piping construction site, and where experienced employees act as instructors and provide technical training to new employees.

Technology Transfer Initiatives



▲ Training to repair leaking water pipes



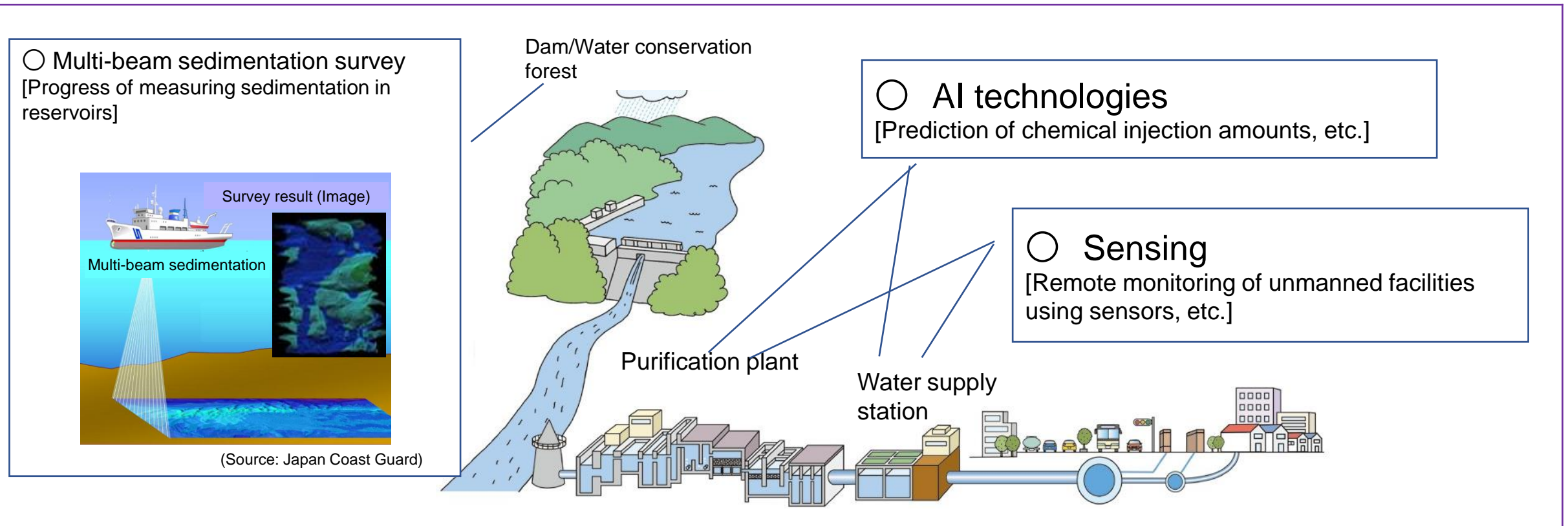
▲ Training to connect water pipes

In addition to training within the Tokyo Water Group, we also provide training tailored to the needs of overseas trainees (such as staff from overseas water utilities) at the request of JICA, etc.

3. Strengths of Tokyo Waterworks

3-5 Utilizing New Technologies

In order to conduct business operations more efficiently and effectively, we are working to promote digital transformation using AI and sensing for various operations at core facilities, from water resources to water purification plants and water supply stations.





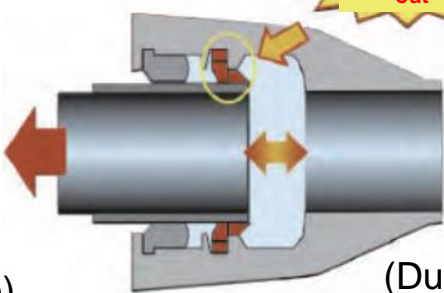
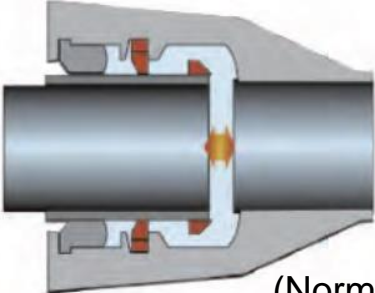


Other: Inspection and monitoring using underwater drones, flow rate measurement using image analysis, 3D laser surveying of slopes, etc.

3. Strengths of Tokyo Waterworks

3-6 Resilient water supply systems

We are working to make water facilities earthquake-resistant in order to minimize damages to facilities and ensure water supply as much as possible even in the event of a major earthquake.

<p>Earthquake resistance of distribution reservoirs, etc.</p>	<div><div><p>Collapse of water reservoirs due to the earthquake (Iwate Prefecture)</p></div><div><p>Anti-earthquake reinforcement of distribution reservoirs by installing earthquake-resistant walls</p><div></div><p>(Before reinforcement) (After reinforcement)</p></div></div>
<p>Earthquake-resistant joints for pipelines</p>	<div><div><p>Water pipes coming out due to earthquake (Niigata Prefecture)</p></div><div><p>Adoption of earthquake-resistant joint pipes that are difficult to come out during earthquakes</p><div></div><p>(Normal time) (During an earthquake)</p></div></div> <p>Source: Ministry of Health, Labor and Welfare of Japan, Japan Water Works Association</p>

4. International Cooperation Initiatives

4-1 Initiative Structure

We will effectively promote international cooperation from three perspectives.

☐ **Inform (Sharing Our Knowledge Globally)**

We actively share information about Tokyo Waterworks' expertise and advanced technologies through various international opportunities. This helps raise global awareness, attract interest, and strengthen our presence on the world stage.

☐ **Connect (Interaction with the World)**

By deepening mutual understanding and creating opportunities for exchange with overseas water utilities, we aim to learn from each other, inspire new ideas, and work together to address shared global water challenges.

☐ **Develop (Human Resources and Water Utility Development)**

Through collaborative initiatives with overseas water utilities, we focus on developing human resources and improving operational capabilities, fostering growth for both our partners and Tokyo Waterworks.

4. International Cooperation Initiatives

4-2 Inform

We will effectively share our knowledge by participating in major international conferences where we showcase Tokyo Waterworks' strengths and highlight our international initiatives during roundtable discussions with global representatives.

□ Participation in International Conferences



Participation in the IWA World Congress

The world's largest water and sewerage related conference, hosted by the International Water Association (IWA)

Accepted papers are presented at the conference, introducing our advanced initiatives as well as the challenges it has faced and successfully overcome.



Participation in Singapore International Water Week

The largest water and sewerage-related event in Asia, hosted by the Public Utilities Board (Singapore)

We participate in roundtable discussions and similar sessions upon invitation from event organizers. Based on the conference theme, We introduce its initiatives and shares information on international cooperation efforts, including technical cooperation activities.

➤ When participating in the conference, other initiatives (such as “Connect”) are also implemented.

4. International Cooperation Initiatives

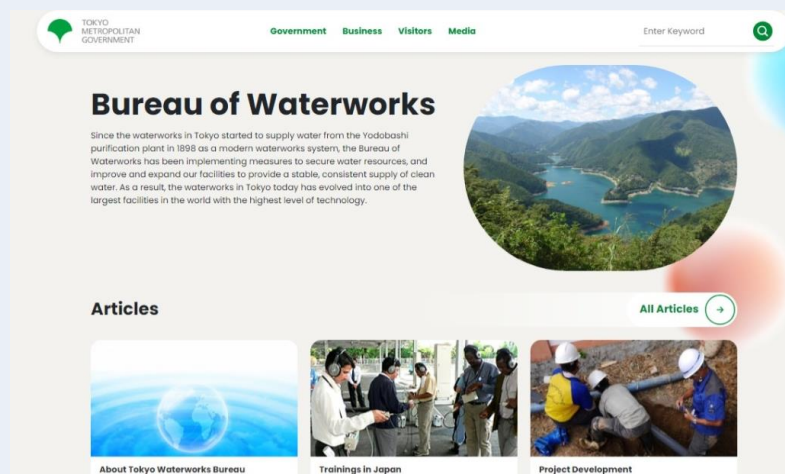
□ Participating in Exhibitions



▲Promotion at the exhibition

- When participating in international conferences, we set up a booth at any concurrent exhibitions as needed.
- This will allow us to more widely showcase the initiatives of the Tokyo Water Group.
- Additionally, these exhibitions provide opportunities to exchange opinions and information with overseas water utilities and Japanese companies
- We learn about the latest technologies from around the world.

□ Management of Websites for Overseas



- We have launched a website to introduce the Tokyo Water Group's initiatives to overseas water utilities.
- The site provides an overview of the Group, details on its technologies and expertise, and information about its international cooperation activities.
- It also includes plans related to energy conservation and environmental measures.

4. International Cooperation Initiatives

4-3 Connect

We actively engage with overseas water utilities that share our goals, exchanging operational expertise and know-how, and fostering technical cooperation and ideas to contribute to mutual business improvement and the resolution of common issues.

□ Collaboration with Overseas Cities

- Contents of the Interactions
 - Sharing and expanding the “strengths and know-how” that Tokyo Water has cultivated to the world
 - Promoting cooperation and collaboration to address common challenges faced by cities globally, including Tokyo — such as climate change adaptation and environmental initiatives
- Partner Cities
 - We will widely expand our collaboration with water overseas utilities that understand and support objectives of Tokyo Waterworks.
 - The collaboration will continue to be expanded using online sessions and initiatives of the TMG (such as international conferences).
 - Promoting the expansion taking into consideration of “develop” initiatives

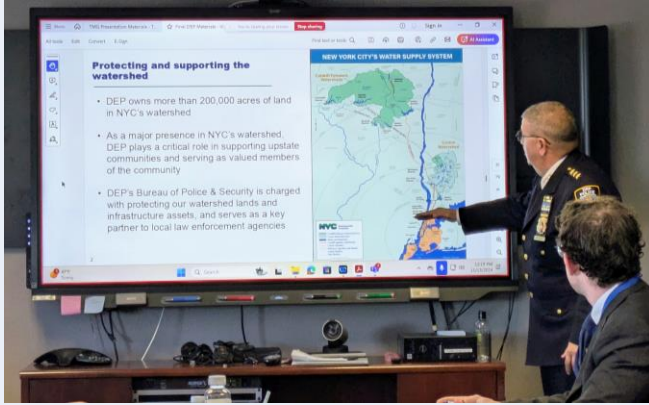


▲ Conclusion of the MOU with Ahmedabad city in 2023

We Promote the conclusion of MOU with cities that have agreed to continue collaboration

4. International Cooperation Initiatives

Interaction Case: New York City



▲ Scene from the session

- The two cities share similar environments surrounding waterwork businesses, such as operating in one of the world's leading international cities and providing high-quality drinkable tap water.
- New York City responded to our call and has started interaction since 2024. In the same year, the TMG and New York City signed a MOU on mutual cooperation.
- Regular exchanges, both in person and online, are held to share expertise and exchange views on common challenges, such as climate change adaptation, energy conservation for business sustainability, and countermeasures against terrorism and aging infrastructure

Interaction Case: Ahmedabad City



▲ Field survey

- Ahmedabad City is currently facing challenges that Tokyo has overcome through its long history, such as rapid urban development and water leakage issues.
- At the international conference (U20) held in Ahmedabad City in 2023, collaboration began with the presentation of the TMG's initiatives on waterworks, etc. In the same year, the MOU on technical cooperation was signed.
- In 2024, the TMG conducted a field survey in Ahmedabad City to identify specific issues and needs. Discussions were held for technical cooperation in improving water leakage, which is a high-priority concern for the city.

4. International Cooperation Initiatives

4-4 Develop

In cooperation with overseas water utilities, the TMG jointly implement initiatives that contribute to develop human resource development and improve water supply systems.

□ In-Japan Training

- In response to requests from overseas water utilities, we offer training programs and site visits.
- The content is coordinated in advance and customized to meet specific needs of each partner utility.
- We also engage in opinion exchange, provide technical advice, and upon request, offer opportunities to connect with Japanese companies.



▲Drill for water leakage investigation



▲Lecture



▲Connect with Japanese company

4. International Cooperation Initiatives

☐ Examples of Training Programs in Japan

Field	Main Subjects
Management & Finance	Water accounting, independent accounting, management planning, management cycle, facility development, renewal plan, etc.
Water Resource	Water storage facilities, water resource forest management, etc.
Water Purification	Water treatment (advanced water treatment, membrane filtration method, etc.), water quality management, etc.
Water Distribution	Water supply operation, distribution pipe management (maintenance, replacement planning, replacement work), water mapping system, etc.
Leakage Prevention	Measures to prevent water leakage (developing plan, implementation methods, etc.)
Water Supply Equipment	Management of water supply equipment, installation and management of water meters, etc.
Customer Support	Customer service, collection of water charges, meter reading, communication with customers, operational efficiency through DX, etc.
Personnel Development	Training system, training plan, training facility (training and development center), etc.
Others	Crisis management measures for earthquake, cyber security, etc.

*Introduce our initiatives and exchange opinions

*Site visits and drills are negotiable.

4. International Cooperation Initiatives

□ Technical Cooperation (Business Development)

Based on requests from overseas utilities, we collaborate with organizations such as JICA to develop projects using international cooperation funds. Through these efforts, we provide more practical technical cooperation including on-site activities with partner utilities.

We support the enhancement of business management capabilities at overseas utilities. These activities also contribute to enhancing our own technological capabilities and the human resource development.

Case Example



Participation in JICA's "The Project for WASAC Utility turnaround with KAIZEN approach"

- Tokyo Water Co., Ltd., a member of the Tokyo Water Group, regularly dispatches employees as experts.
- Based on the experience of the Tokyo Water Group, the company provides advice to the management of the Water and Sanitation Corporation Ltd., water utility in Rwanda, sharing know-how and offering recommendations to strengthen its organizational structure and improve overall management.

5. Key Initiatives

5-1 Hosting International Events

In collaboration with the Bureau of Sewerage, a two-day international event was held in 2023 as part of “SusHi Tech Tokyo”.

- The representatives of water utilities in 27 cities around the world attended the event. As the organizer, we facilitated the introduction of our initiatives and exchanged views with participants through roundtable discussions. We also provided opportunities for networking with Japanese companies through roundtable discussions.
- This international event encourages an opportunity to promote mutual interaction with several cities, including Ahmedabad City.

5-2 Hosting the 11th IWA World Congress and Exhibition

In 2018, the 11th IWA World Congress and Exhibition was held at Tokyo Big Sight under the auspices of the International Water Association (IWA).

- With the presence of Their Imperial Highnesses the Crown Prince and Crown Princess (at the time), the event welcomed a record number of approximately 10,000 participants from 98 countries. The program featured keynote speeches by the Governor of Tokyo and leading water experts, 985 paper presentations, and exhibitions by 252 organizations.
- As a member of the host country committee, we were actively involved in preparing and operating the event, and shared its advanced technologies and expertise with the global audience through the publication of 69 papers.



▲ Roundtable Discussion at Tokyo
(Kandamyoujin Hall)



▲ Opening Remarks (Governor of Tokyo)

5. Key Initiatives

5-3 Collaboration with Water Utilities in Asia

Since FY2008, we have served as the secretariat for the annual meeting of the Asian Waterworks Utilities Network of Human Resources Development (A1-HRD). This network brings together water utilities from across Asia to exchange knowledge and expertise on human resource development and training methods, with the aim of raising water utility skill levels throughout the region*.

*The members take turns being host for the events every year.

URL:<https://www.waterworks.metro.tokyo.lg.jp/suidoigogyo/torikumi/kkcenter/kkc05/kkc05b>

Korea	Seoul Waterworks Authority
	Korea Water Resources Corporation (K-water)
Taiwan	Taipei Water Department (TWD)
	Taiwan Water Corporation (TWC)
Thailand	Metropolitan Waterworks Authority (MWA)
Bangladesh	Dhaka Water Supply and Sewerage Authority(DWASA)
Japan	Bureau of Waterworks, Tokyo Metropolitan Government

▲ A1-HRD Participating utilities (7Utilities)

5-4 Training in Tokyo

Number of people accepted
The numbers within brackets are online achievements.

FY	Asia	Middle East	Africa	Europe	Americas	Oceania	Total
2020	24(13)	1(1)	90(90)	2(2)	29(29)	0(0)	146(135)
2021	15(15)	3(3)	19(19)	1(1)	3(3)	1(1)	42(42)
2022	20(4)	2(0)	13(8)	0(0)	2(0)	0(0)	37(12)
2023	66	49	20	50	1	4	190
2024	75	5	47	5	3	3	138

5. Key Initiatives

5-5 Initiatives of JICA's Technical Cooperation (Major Achievements in Recent Years)

*Initiatives of the Tokyo Water Group

Region	Project Name	Project Period	Types of technical cooperation
Labuan Island	Project to Improve Water Management and Non-Revenue Water Management Capabilities Utilizing SCADA	August 2017 - March 2020	JICA Partnership Program projects
Kathmandu City	The Project on Capacity Development of Nepal Water Supply Corporation to Improve Water Supply System in Urban Cities (technical cooperation under ODA loan)	March 2022 -	Technical cooperation projects
Kigali City	The Project for WASAC Utility turnaround with KAIZEN approach (water utility management advisory services)	March 2022 -	Technical cooperation projects

6. Contact Information

6-1 Main Q&As

Questions	Answers
<ul style="list-style-type: none">• I want to know more about the business descriptions of the Bureau of Waterworks of the TMG.	Please check the Bureau of Waterworks website. (EN) https://www.english.metro.tokyo.lg.jp/directory-of-bureaus/waterworks (JP) https://www.waterworks.metro.tokyo.lg.jp/
<ul style="list-style-type: none">• I want to know more about the initiatives of Tokyo Water Co., Ltd.	Please check the Tokyo Water Co., Ltd. website. (EN) https://www.tokyowater.co.jp/en/ (JP) https://www.tokyowater.co.jp/company/
<ul style="list-style-type: none">• I want to know more about a training in Japan.	Please check the Bureau of Waterworks website. (EN) https://www.english.metro.tokyo.lg.jp/w/081-101-003875?redirect=%2Fdirectory-of-bureaus%2Fwaterworks (JP) https://www.waterworks.metro.tokyo.lg.jp/suidoigogyo/kokusai/kenshu
<ul style="list-style-type: none">• I want to interact with the Bureau of Waterworks.• I want to request a training in Japan.	First, please contact us using the email address below.

6-2 Contact information

International Affairs, Planning and Coordination Section, General Affairs Division, Bureau of Waterworks,
Tokyo Metropolitan Government
2-8-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo, JAPAN 163-8001
E-mail: international_affairs@waterworks.metro.tokyo.jp

7. Reference Materials



7-1 Tokyo Water Co., Ltd.

Tokyo Water Co., Ltd., as a partner organization that contributes to the realization of the TMG policies, carries out core operations of water supply business in collaboration with the Bureau of Waterworks.

It is one of the largest comprehensive water service companies in Japan, employing numerous engineers and providing technical operations such as facility management for purification plants, as well as customer services.

□ Major Overseas Initiatives

As the Tokyo Waterworks Group, Tokyo Water Co.,Ltd. collaborate with the Bureau of Waterworks of the TMG and utilizes Official Development Assistance (ODA) program to dispatch employees as experts to local sites overseas.

Examples of initiatives

- Providing technical guidance on non-revenue water management
- Providing advice to ensure stable business operations
- Conducting on-site and in-Japan trainings for overseas trainees

▼ Company Overview

Head Office Location	6-5-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo, JAPAN
URL	https://www.tokyowater.co.jp/
Number of Employees	Approximately 2,800 (as of the end of FY 2023)
Capital	100 million yen (the TMG holds 80%)
Sales	29,275 million yen (FY2023)



▲ Local activities

7. Reference Materials

7-2 Collaboration with Private Companies and Related Organizations

■ International Development Support Program for Private Companies

This program supports registered companies that endorse and cooperate with our international initiatives. Support includes sharing information on requests from overseas partners, providing business matching opportunities based on those requests, and arranging visits to our facilities.

As of the end of March 2025, 74 companies have registered.

■ Municipal Waterworks International Development Platform

This platform brings together 21 domestic water utilities and the Japan Water Works Association to coordinate and promote international expansion efforts. It serves as a forum for discussion, knowledge-sharing, and exchange of opinions among participating utilities.



▲Exchange of opinions with private companies

7-3 JICA's Initiatives

JICA, as the central implementing agency for Japan's ODA, engages in international cooperation for developing countries.

In the water sector, Japan actively contributes to solving water-related challenges in developing countries by leveraging its advanced technologies and extensive experiences in efficient utility management, including minimizing water loss through leakage control.

The Tokyo Waterworks Group collaborates with JICA to promote various initiatives, including hosting training programs in Japan and providing technical cooperation abroad.



▲Source: JICA Global Agenda

7. Reference Materials

7-4 Main International Development Initiatives of the TMG

To realize a sustainable city with high technological capabilities, the TMG promotes “Sustainable High City Tech Tokyo (SusHi Tech Tokyo)” as a platform to showcase its efforts to solve urban challenges and highlight the city’s diverse appeal, both in Japan and abroad.



Major Initiatives

○ Asia’s Largest Startup Conference

A wide range of participants—including startups, investors, major corporations, city representatives, and students from Japan and abroad—gathered to explore the future of cities and drive innovation.

In addition to showcasing numerous startups from around the world, the TMG organizes a diverse program to expand business opportunities, inviting world-class investors and entrepreneurs.

○ Global City Network for Sustainability ... G-NETS

G-NETS to create a platform for multifaceted dialogue among working-level staff, senior officials, and mayors/governors. This initiative aims to address shared global challenges through collaboration at all levels. The network promotes deeper cooperation among cities, with the goal of achieving a fair and sustainable society by leveraging startup technologies and sharing knowledge and experience.

