

Water is the source of life. Water supply is an essential service in our lives and an important means of providing the public with water. The Osaka Municipal Waterworks Bureau has been advancing various measures to ensure a stable supply of always safe and high-quality water.

In 2000, the Bureau introduced an advanced water treatment system using ozone and granular carbon activated filtration to all purification plants, which has made Osaka a leader of all government ordinance-designated cities across Japan in stably providing its citizens with tasty and safe water. While further advancing these measures, the Bureau will pursue “exhaustive water quality management,” “facility improvement,” and “purification technology advancement” in all processes between water sources and faucets of customers. We will make utmost efforts to provide high-quality services that fully satisfy all customers, with the aim of establishing a next-generation waterworks system that is sustainable and has growth potential at the same time, appropriate for the big city of Osaka.



The Osaka Municipal Waterworks Bureau's Missions

- (1) Establish risk-resistant lifelines and supply **reliable, safe, and high-quality water stably** at reasonable and fair charges.
- (2) Contribute to the enhancement of water supply infrastructures and environments both inside and outside Japan by utilizing the technologies and facilities of the Osaka Municipal Government.



ISO22000

From the viewpoint of securing the safety of food (= water), the Bureau established a system for the comprehensive management of water producing and distribution processes and acquired ISO 22000 certification, an international standard for food safety management in December 2008. (The Bureau became the first public water supply entity in the world that acquired this certification.)



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