

# 01 Services to please customers

About the waterworks



## Contact our Customer Service Center

- When you start or stop using water due to a move, etc.
- When you change the registered name of your water service
- When you want an account transfer application form
- When you want a credit card settlement (continued payment) application form
- When you want notifications mailed in Braille
- When you find water leakage on the street or want consultation about water leakage at your home (For repair due to water leakage, etc. occurring at night or on holidays, recorded guidance will provide you with emergency contact information for a repair service provider.)

\* For ease of procedure, have a water usage notice or other documentation from the Bureau at hand.

**TEL : 06-6458-1132**

**FAX : 06-6458-2100**

- Service hours for the installation or removal of water meters upon receiving notification of start or stop of the use of water service are from 9:00 AM to 5:30 PM on weekdays.
- The Customer Service Center provides recorded guidance on emergency contact information for people who discover water leakage in the street or in your home at night or on holidays.
- All calls will be recorded in order to grasp the content of customer calls accurately.

\* Be careful not to call the wrong number.

### Service hours (calls will be answered)

- Weekday (Monday through Friday): 8:00 AM to 8:00 PM
- Saturday: 9:00 AM to 5:00 PM
- December 29 and 30: 9:00 AM to 5:00 PM (Closed on December 31 through January 3)
- Open on Sundays and holidays in March and April: 9:00 AM to 5:00 PM

Communication with customers

For your better understanding of waterworks

## Learn Water purification plant tours, Water Classrooms, and Water Museum

The Bureau hosts tours of its water purification plants and Water Classrooms as opportunities for people to learn the importance of water as a valuable resource and the mechanism of waterworks. Participants are able to learn how our tap water is produced through the facility tours and sand filtration experiments using granular activated carbon.

The Water Museum shows fun videos with unique characters (“Josui Joe” and “Osaka Water Friends”) and displays graphic panels to communicate the history and role of the waterworks business, the importance of water, and the mechanism of water purification plants.



## Know Pamphlets and bulletin boards

The Bureau produces pamphlets and promotional videos to inform customers of the Bureau’s work, water sources, and billing system. Furthermore, each major municipal subway station in Osaka has a Bureau-dedicated bulletin board to inform people of Bureau-related information in a timely manner through posters and flyers.



## Familiarize “Water” painting contest

The Bureau holds a water-related painting contest for schoolchildren as an opportunity to encourage children to think about waterworks and the water environment. The contest invites paintings with unique and creative ideas and awards and displays excellent works.



## Communicate Events

The Bureau takes various opportunities to communicate how it produces safe and tasty water and how it is prepared for emergency water supply in case of a disaster through exhibiting panels at such events as the Waterworks Week (every June), local residents’ festivals, and opening of the pathway lined with cherry trees at the Kunijima Water Purification Plant to the public.



## Prepare Disaster drills

In the event of a disaster, cooperation with local residents and affected people will become indispensable to facilitate emergency water supply. The Bureau therefore conducts disaster drills jointly with various agencies concerned, including ward offices, and local residents on a regular basis.

