03 Prepared for Any Situation at Any Time to Continue Providing Steady Water Supply

Distribute Water

Water Distribution Plants and Distribution Pipes

Treated water in purification plants is sent to distribution plants located in various places around the city. The Bureau assures a steady supply of water at peak usage times by storing water in the distribution reservoirs in these plants. The water in the distribution plants is then delivered through a network of distribution pipes across the city and finally to each faucet of customers.

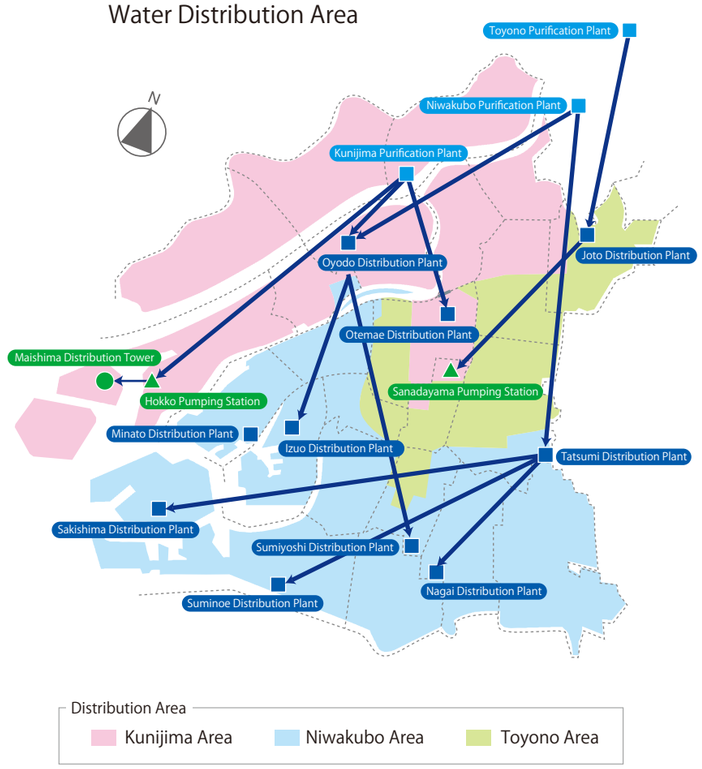
Distribution Pipe Maintenance Work

The distribution pipes that are approximately 5,200 km in total length in the city have aged ones. In order to prevent leaks, ensure the supply of water as stably as possible both in emergencies and disasters, and maintain the highly reliable lifeline, the Bureau continuously replaces aged pipes with seismic ones, improves its network of distribution pipes, and upgrades the distribution control system.

Around-the-clock Preparedness

The Bureau collects water flow and water pressure data from telemeters installed in distribution pipes in all regions of the city in order to control the distribution of water meticulously. The maintenance offices prepare for emergencies, such as pipe leakages, around the clock and implement immediate repair works in case of emergency. Furthermore, the Bureau strives to prevent accidents by patrolling and inspecting all facilities around the city.

Water Distribution Area



How Water Arrives at Your Tap

1 Branching off from Distribution Pipes

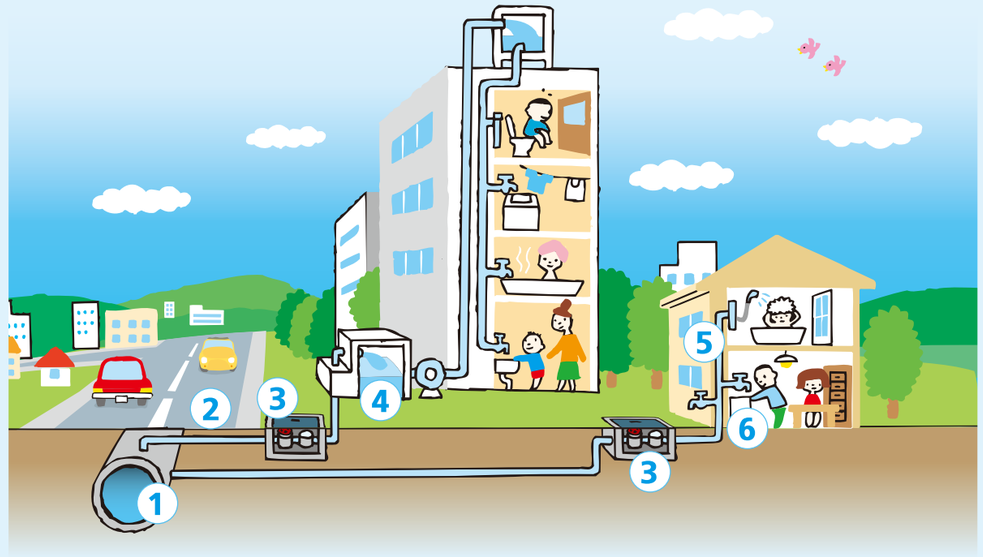
Good-quality water flows past the doorstep of every customer through the network of distribution pipes beneath roads. Service pipes branch off from the distribution pipes and allow the transfer of water to each tap. This branch point is the first step in the process.

2 Embedded Service Pipes

Service pipes connect the distribution pipes to water meters. Service pipes are the property of each customer even though they are buried under public roads. The Bureau, however, provides the maintenance, service, and replacement of obsolete pipes.

3 Accurate Water Meters

A water meter is an instrument provided for each customer to measure the volume of water consumed by each customer. The Bureau is funded by revenue collected from customers' water charges. Therefore, the accuracy of each water meter is paramount. Each meter is subjected to rigorous tests before it is installed and is replaced every eight years to win customers' trust in its accuracy.



4 Receiving Tanks and Direct Booster Pumps

Tap water is pressurized and supplied to customers. There are several methods to maintain supply water pressure, including the use of pumps with receiving tanks to send water or booster pumps without water tanks to provide additional pressure for water delivery, for high-rise condominiums and other tall buildings.

5 Internal Service Pipes

Water service pipes, located in the walls of residences and other structures, are rarely seen unless leaks or other problems arise, which will adversely affect people's lives. Only properly licensed companies are permitted to work on water service installations that feed drinking water. Only companies officially designated by the city should carry out repairs and other installations. Be sure to check and negotiate estimated costs with a number of companies in advance.

6 To Your Tap

Finally, treated water has finished its long journey to the tap, where you can at last use high-quality water. You can trust and drink it with no worries. The Bureau is proud of the excellent taste of water as well as its dedication to the highest standards of safety and reliability.