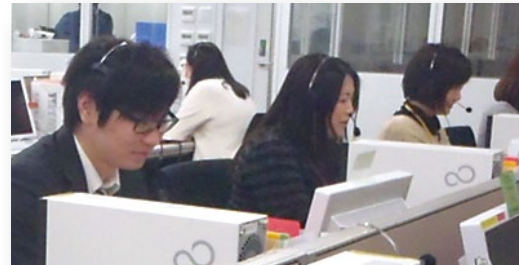


01 Service to please

About the Waterworks



Contact Customer Service Center

- When starting or stopping the use of water after your movement to a new address.
 - When changing the registered user name of your water service.
 - When requesting a dispatch of an account transfer application.
 - When requesting a dispatch of a credit card settlement (continued payment) application.
 - When requesting notice sheet mailed in Braille.
 - When reporting water leakage found in the street or consulting water leakage in your home.
(Recorded guidance will be given on emergency repairs to water leakage occurring at night or on holidays.)
- ※For ease of procedure, prepare a notice, such as a water usage notice, from the Bureau at hand.

TEL : 06-6458-1132

FAX : 06-6458-2100

- Work on the installation or removal of water meters or stoppage of water service will be conducted 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.
- All calls will be recorded in order to grasp the content of customers' calls accurately.

※Be sure not to call the wrong number.

Service hours (Reception hours)

- Weekday (Monday through Friday)
: From 8:00 A.M. to 8:00 P.M.
- Saturday
: From 9:00 A.M. to 5:00 P.M.
- December 29 and 30
: From 9:00 A.M. to 5:00 P.M.
(closed on Dec. 31 to Jan. 3)
- Open on Sundays and holidays in March and April
: From 9:00 A.M. to 5:00 P.M.

Communication with customers

More about the Waterworks

Learn Water Purification Plant Tours and Water Classroom

The Bureau conducts tours to its water purification plants and water classrooms in order to have people learn the importance of water as a valuable resource and the mechanism of waterworks. People on tours to the water purification plants and experiencing sand filtration experiments and adsorption experiments on granular activated carbon will be able to learn the mechanism of waterworks with ease.



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 has a Bureau-dedicated bulletin board to inform people of Bureau-related information in a timely manner through posters and flyers.



Familiarize Painting Contest Themed Water

The Bureau holds a water-related painting contest for schoolchildren and awards selected works in order to have schoolchildren deepen their interest in and understanding of water and waterworks through their paintings with their rich ideas.



Tell Events

The Bureau conducts PR activities with panels exhibited through a variety of opportunities, such as the Waterworks Week (every June), local residents' festivals, and opening of the pathway lined with cherry trees in the Kunijima Water Purification Plant open to the public.



Prepare Disaster Drills

The Bureau conducts disaster drills jointly with various agencies concerned, including ward offices, and local residents in order to ensure the stable supply of water for drinking and domestic indispensable to people's lives in times of disaster.

