

# 03 Waterworks Bureau's Management Ensures Customers' Trust

## Bureau Management

The Bureau secures water sources, maintains and operates its facilities, prepares countermeasures against disasters, and implements many other projects with the chief goal of ensuring the sustainability of its operations and winning customers' trust.

### Bureau Management Features

The Bureau is managed with an independent accounting system to cover all its operating costs financed through the collection of water rates.

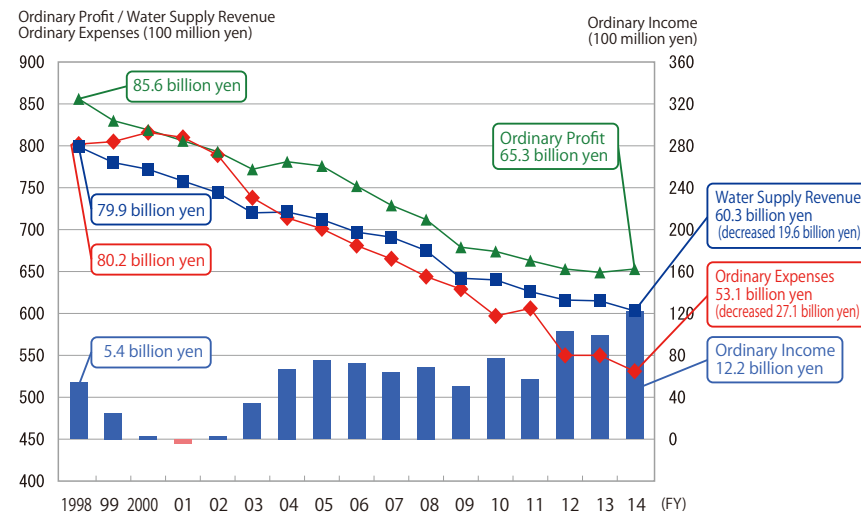
### Water Rate Features

The Bureau's water rates are based on a progressive system, i.e., higher rates are charged for increased consumption brackets, allowing the Bureau to maintain relatively low rates for households and other low-volume users.



### Current State of Management

While there has been a decrease in water supply revenue as a result of a shrinking water demand, the Bureau has been working on the further reduction of operating expenses and endeavoring to maintain management surplus and tariff levels.



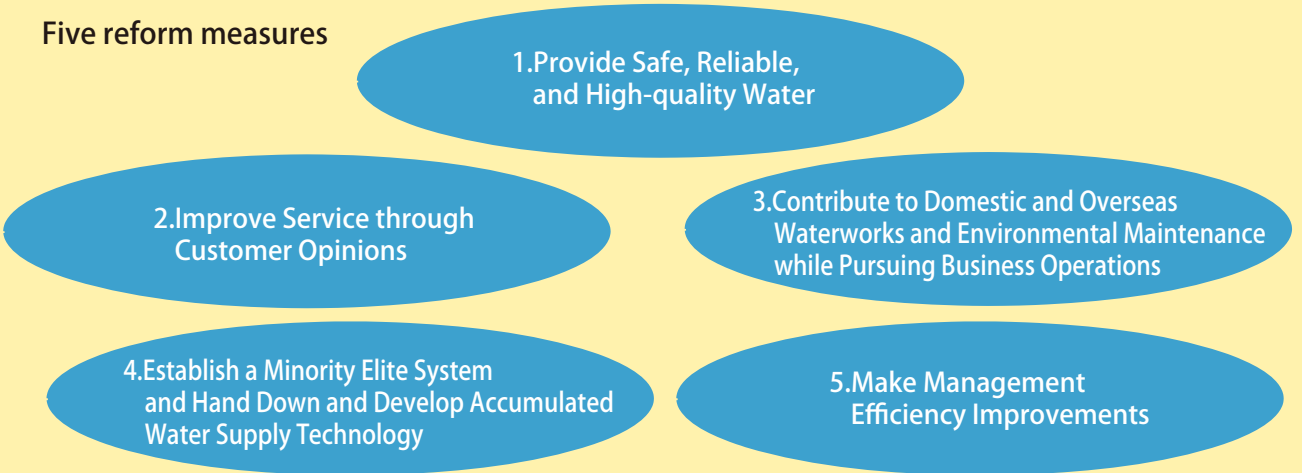
### Medium-term Management Plan of Osaka Municipal Waterworks Bureau (FY2011 through FY2015)

The Bureau has been working on the following five reform measures, including the constant provision of safe, reliable, and high-quality water and management efficiency improvements for the purpose of ensuring the sustainability of its operations and winning customers' trust in a severe business environment.

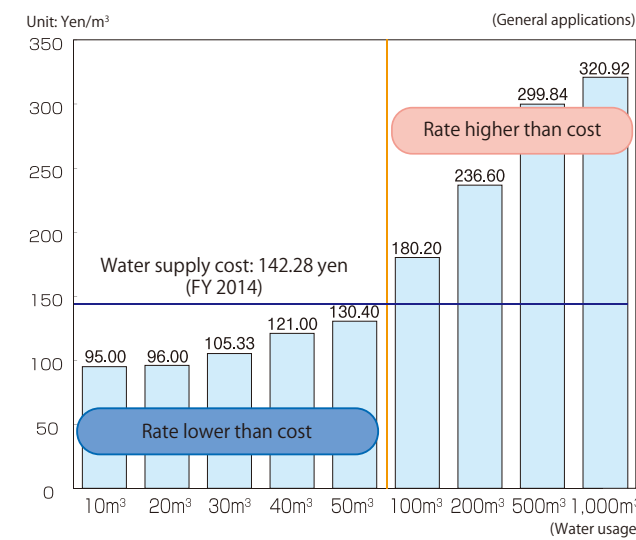
### Goal of Management

#### Sustainability of its operations and winning customers' trust

#### Five reform measures

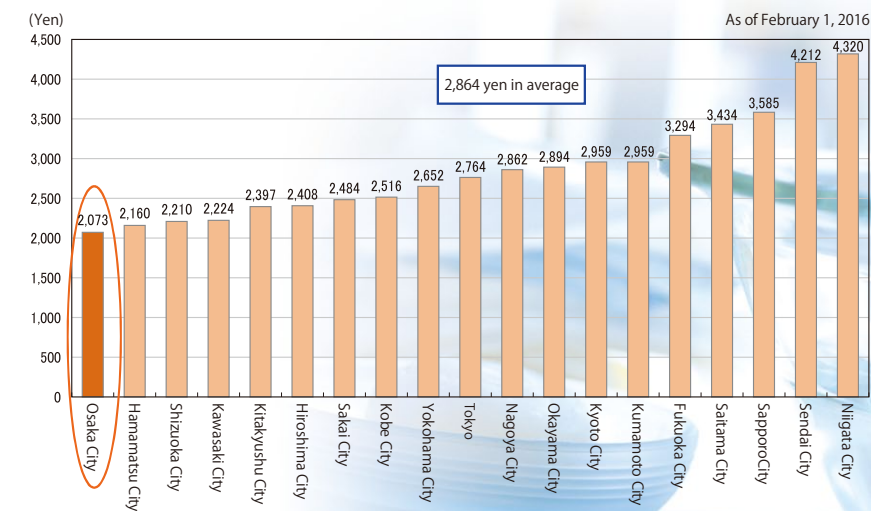


### Water supply cost and rate per 1 m<sup>3</sup> of water usage (General applications)



※Amounts do not include consumption tax or consumption tax equivalent.

### Comparison of water rate for ordinary households (assuming use of 20 m<sup>3</sup> per month)



notes ① The graph compares the water rate of Osaka City with those of other designated cities and Tokyo. Chiba City and Sagami-hara City are excluded because for water is supplied to most areas by prefectural waterworks.  
 ② Rates are claimed together with the sewer use charges.  
 ③ Amounts include consumption tax and local consumption tax equivalent.  
 ④ Rates for a caliber of 20 mm apply to cities with rates calculated according to the caliber.  
 ⑤ In the case of Kawasaki, the rate is calculated with a discount of 50 yen per month (from FY2010 through FY2015)

The Bureau's progressive system lowers water rates for typical domestic use below the prime cost of water supply. On the other hand, high-quantity water consumers (e.g., factories and hotels) pay water rates exceeding the prime cost of water supply. In the case of a general household using 20 m<sup>3</sup> of water per month, Osaka's water rate is the least expensive rate in all major cities.