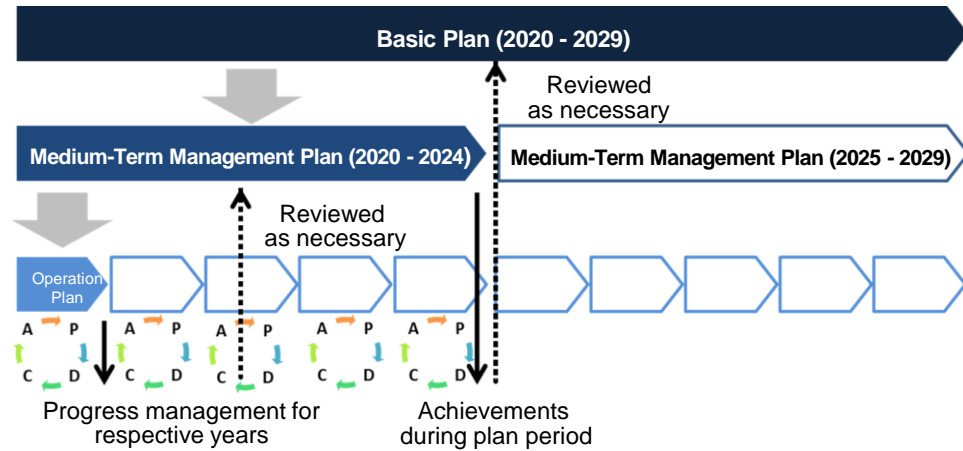


## Promotion System

To further specific efforts in line with the Fundamental Direction of Policies established under this basic plan, the “Medium-Term Management Plan for Sendai City Waterworks” is formulated for the first and second halves (five-year term each) of the plan period to indicate annual plans, management indices, and effects expected from the respective efforts. Progress will be managed for each year by applying the PDCA cycle, and the plan will be reviewed as necessary to pursue the achievement of the future visions.



The following three approaches will be implemented to further the basic plan.

**NEW 1** Evaluate “Future Visions/ Fundamental Direction of Policies”

**NEW 2** Establish the “Management Advisory Committee for Sendai City Waterworks”

**NEW 3** Conduct “Customer Surveys” on a continuous basis

## Development of the Plan

In the course of formulating this plan, opinions and advice were sought in connection with Future Visions and Fundamental Direction of Policies from the “Advisory Committee for the Basic Plan for Sendai City Waterworks,” established with 7 expert members from various fields. Meanwhile, public comment activities and customer surveys were carried out, and based on the wide range of opinions received from across the public were incorporated into the plan.

### [Meetings and agendas]

1st meeting Nov. 2018	• Formulation of Basic Plan for Sendai City Waterworks
2nd meeting Feb. 2019	• Outlook of Sendai City Waterworks • Results of customer survey on waterworks
3rd meeting Apr. 2019	• Basic Philosophy and Future Visions of Sendai City Waterworks
4th meeting Jun. 2019	• Draft framework of Basic Plan for Sendai City Waterworks
5th meeting Aug. 2019	• Interim draft of Basic Plan for Sendai City Waterworks
6th meeting Nov. 2019	• Results of public comment activities for interim draft of Basic Plan for Sendai City Waterworks • Draft Basic Plan for Sendai City Waterworks

### [Committee members]

(titles omitted)

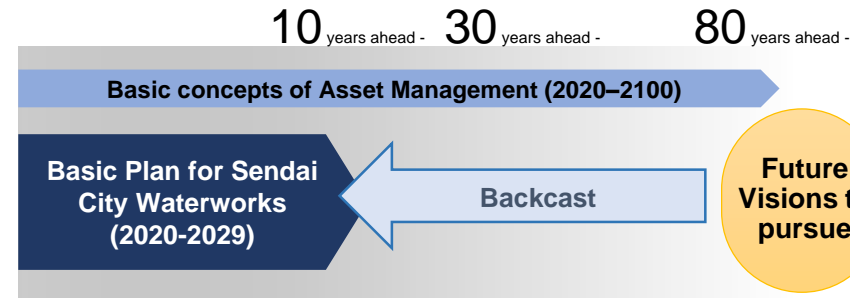
Background	Name
Honorary professor, Sakushin Gakuin University	Ohta Tadashi Chair
Professor, Graduate School of Engineering, Tohoku University	Nishimura Osamu Vice-chair
Associate professor, International Research Institute of Disaster Science, Tohoku University	Udo Keiko
President, Sendai Chamber of Commerce and Industry Women’s Group	Sato Mariko
Associate professor, Research Council, Waseda University Senior scientist, Institute of Water Cycle System Research, Comprehensive Research Organization, Waseda University	Sato Yuya
Professor, Graduate School of Engineering, Tohoku University Director, Infra-Management Research Center, Tohoku University	Hisada Makoto
Vice-representative director, Semicos-net (consumer group)	Wakasa Kumiko

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# Basic Plan for Sendai City Waterworks (FY 2020 – FY 2029)

In view of a shrinking population, our water supply services are facing various challenges such as a decreasing income due to the reduction in water demand, aging facilities, and workforce shortage. With an aim to achieve sustainable business operations, we have devised Future Visions for our waterworks with a focus on society 80 years from now, and formulated a Fundamental Direction of Policies to take in the next ten years.

## The future depends on NOW!



**Basic Philosophy  
Connecting  
Waterworks to  
Future Generations in  
the City of Trees**

**– In cooperation with  
citizens and businesses –**

We will celebrate the 100th anniversary of our waterworks in 2023. To maintain the services over the next 100 years for our future generations, we are determined to tackle the anticipated challenges of a shrinking population in the coming society in cooperation with citizens and businesses.

Future Vision **1**  
**Optimization of  
Water Service  
Systems**

Future Vision **2**  
**Sustainable  
Management**

Future Vision **3**  
**Enhanced  
Cooperation with  
Stakeholders**

With the aim to achieve these three Future Visions, we have formulated **Fundamental Direction of 12 Policies for actions to take** in the next ten years.

Future Vision

# 1 Optimization of Water Service Systems

## Direction 1 Achieving fine water quality for customer satisfaction

Thorough water quality management and monitoring

### Quality Management

Checking 51 statutory items and more than 150 voluntary items

### Palatability

Assessed with data and tasting

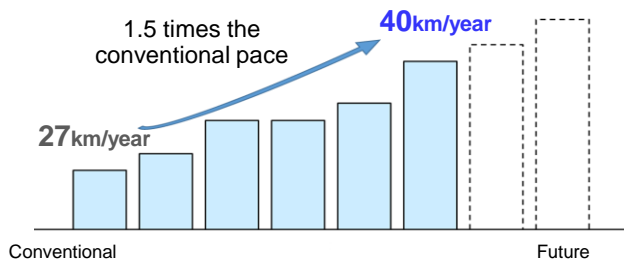
### Stable Supply

24 hour/365 day monitoring



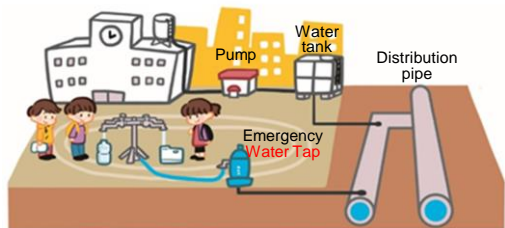
## Direction 2 Promoting disaster-resistant facilities and systems

Increase the pace of pipeline rehabilitation



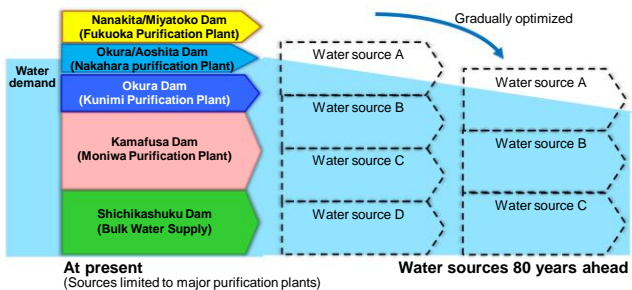
## Direction 3 Reinforcing the system for continuous water supply in disaster situations

Emergency Water Tap System



## Direction 4 Restructuring the water supply facilities to meet the water demand

Planned rationalization of water sources



Future Vision

# 2 Sustainable Management

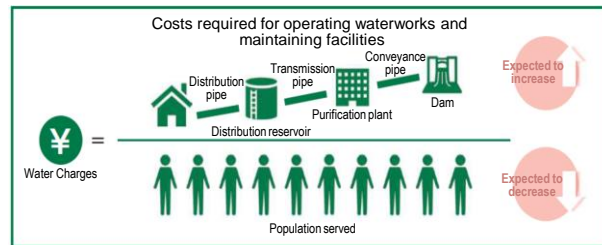
## Direction 5 Reducing life-cycle costs through asset management

Considering measures suited to each asset  
Renovation and maintenance costs will be reduced through appropriate maintenance based on asset conditions revealed in periodic inspections.



## Direction 6 Reviewing water charges, etc. to secure financial resources for future renewal

Reassessment of water charges, etc.



## Direction 7 Improving operational efficiency through adopting new technologies

Considerations to introduce new technologies

We will clarify new viable technologies to further improve operational efficiency and customer services, and examine the possibilities of introducing them based on their pros and cons.

## Direction 8 Securing and developing human resources and organizational structures

Human resource development focusing on career development

Ideal human resources that staff of waterworks bureau should aim for: Workforce equipped with the "3 capabilities"

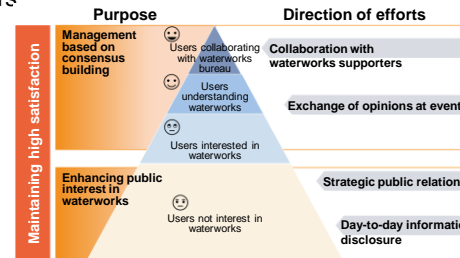


Future Vision

# 3 Enhanced Cooperation with Stakeholders

## Direction 9 Transparently managing through promotion of interactive communication with service users

Promotion of interactive communication with service users



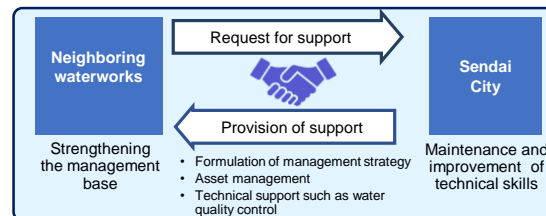
## Direction 10 Strengthening cooperation with communities, other waterworks, and private businesses for disaster response

Joint exercise with local residents and other waterworks



## Direction 11 Promoting cooperation with neighboring waterworks by utilizing our skills, expertise and networks

Enhancing cooperation with neighboring waterworks



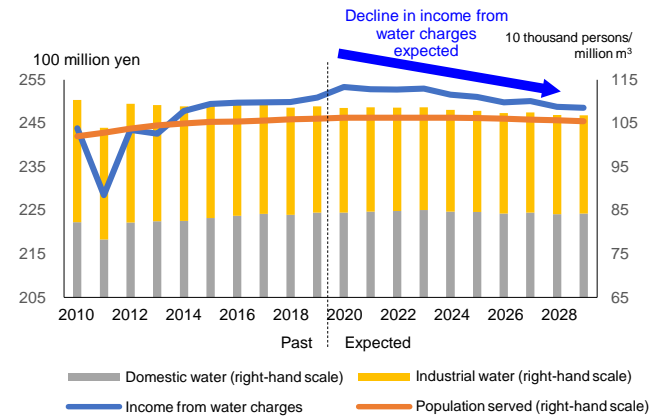
## Direction 12 Boosting collaboration with private businesses and Sendai City Waterworks Service Public Corporation

Helping private businesses to maintain and improve their technical skills

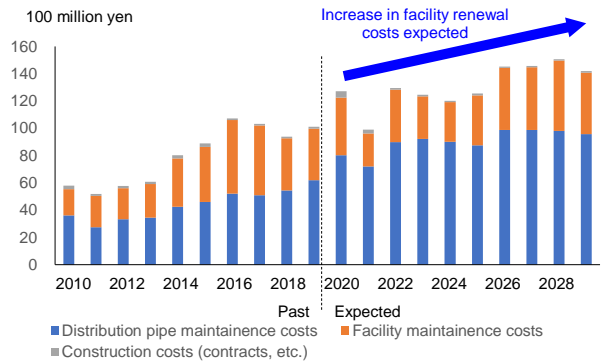


# Prospective Income/Expenditure and Fiscal Management

## Prospective Trend of income from Water Charges



## Prospective Trend of Construction and Improvement Costs



## Prospective Income/Expenditure and Fiscal Management

Promote healthy and stable fiscal management by reducing authority bond balance, securing stable operating funds and achieving net profit

