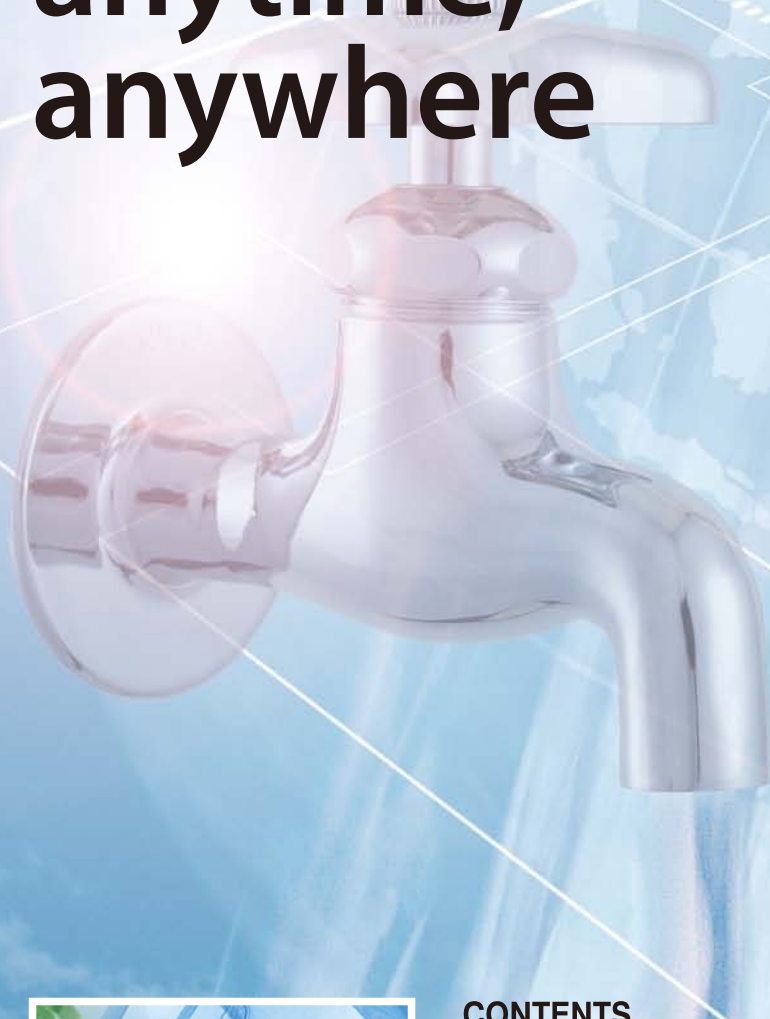


**Profile**  
Public Interest Incorporated Association

# Japan Water Works Association



# Safe and tasty water anytime, anywhere



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## **Executive Director's Message**



**Japan Water Works Association (JWWA), a Public Interest Incorporated Association, was established on May 12th, 1932 with the aim of spreading water supply in Japan and sound development of water supply technologies.**

**Water supply is an essential lifeline for people's daily life as well as social and economic activities.**

**Therefore, it is particularly important to provide safe and stable supply service as well as quality water.**

**JWWA's main activities include research and study of water supply management, technologies and water quality.**

**JWWA also provides various service such as inspection and certification of water supply related products to maintain stable and safety water supply, which is indispensable for people's daily life.**

**In addition, JWWA actively lobbies government and makes recommendations to government for solving water related issues in Japan and JWWA will support water utilities.**

**尾崎 勝**

**Masaru Ozaki  
Executive Director**

# Background and Organization



At the time when the Federation of Water Authorities (JWWA's predecessor) was established in 1904, Japan was in an early stage of introducing modern water supply. Modern water supply service was provided only in major port cities including Yokohama (service started in 1887), Hakodate, Nagasaki, Osaka, Tokyo, Hiroshima and Kobe.

In those days, there were growing tendency among water utilities toward research and study of subjects related to construction, public hygiene and administration of water supply, and water quality was the most critical issue. Dr. Tinkichi Toyama (Director of Tokyo Institute of Public Health), who advocated establishing a "standard method of water quality examination", called on holding a "Consultative Meeting for Establishing a Standard Method of Water Quality Examination" (the first meeting was held in Tokyo), and this became the origin of JWWA. In the second meeting held in the following year and subsequent meeting, not only water quality but general issues relating to water supply such as purification and distribution engineering.

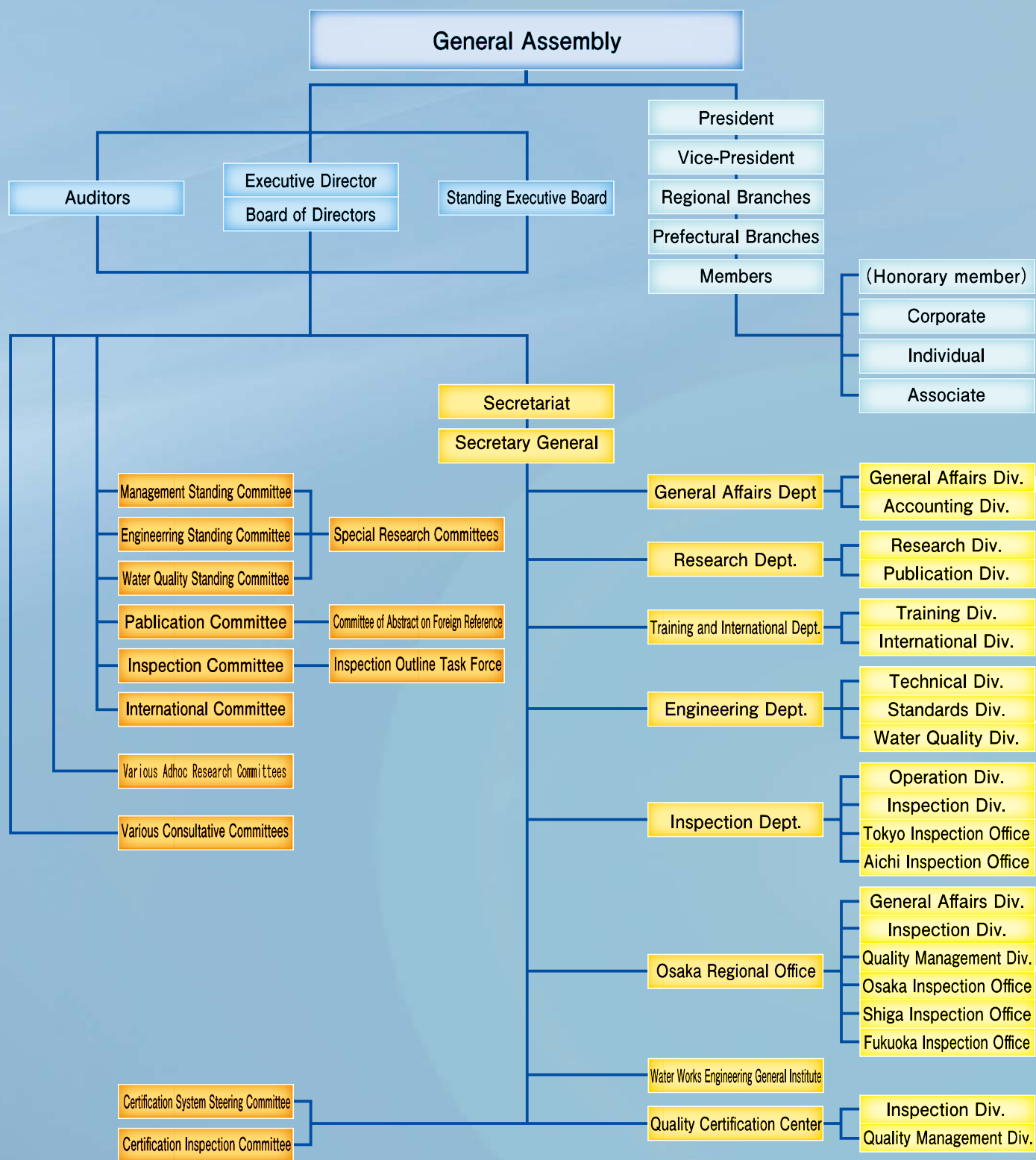
This led to the current tradition in the water-supply utilities that all stakeholders are involved to collectively find solutions for various issues.

As water supply started to cover cities and towns in Japan and the number of cities participating in the meeting increased, the role of the "Federation of Water Authorities" became important.

JWWA established on May 12th, 1932 on behalf of the Federation under the approval of the Minister of Interior. (The body was changed to Incorporated Association in 1956 and became Public Interest Incorporated Association in 2013.)

Currently, there are seven regional branches, 46 prefectural branches as well as five branches in Hokkaido. The secretariat consists of five departments, one regional office, one institute and one center. JWWA is committed to fulfilling our members' objectives for advancing water supply service and providing safe and sustainable water supply for the people.

## Organization and Secretariat



## National Executive Members    Organization of Regional Branches

President	1
Vice President	7
Executive Director	1
Board of Directors	13
Auditors	3
Directors of Regional Branch	7
Directors of Prefectural Branches	46
Directors in Hokkaido	5

Regional Branch	Vice President	Director of Regional Branch	Member of branches	Corporate members	Individual members	Associate members
Hokkaido	Mayor of Sapporo City	Mayor of Sapporo City	5	130	19	20
Tohoku	Mayor of Sendai City	Mayor of Sendai City	6	159	20	14
Kanto	Mayor of Yokohama City	Mayor of Yokohama City	8	250	230	266
Chubu	Mayor of Niigata City	Mayor of Nagoya City	9	256	39	68
Kansai	Mayor of Toyonaka City	Mayor of Osaka City	6	181	79	126
Chugoku/Shikoku	Mayor of Okayama City	Mayor of Hiroshima City	9	154	40	17
Kyushu	Mayor of Fukuoka City	Mayor of Fukuoka City	8	215	28	23
<b>Total</b>	—	—	—	<b>1,345</b>	459 (include 4 foreigners)	<b>534</b>

(Number of members as of January 10, 2013)

# Activities



## General Assembly / Branch Assembly

The general assembly is the supreme decision-making body of JWWA. Contents of meetings include reporting of JWWA activities, approval of accounting reports, reporting of budgets as well as award presentation for meritorious members who made significant achievements in the field of water supply and discussion on issues raised by members.

Through discussions at general assembly meetings of prefectural and regional branches, members table critical issues that require urgent actions and cannot be individually solved by water supply utilities. In a general assembly, members gather their ideas and knowledge to solve issues through intense discussions. Each regional branch and prefectural branch also holds the branch's general assembly. In each general assembly, issues raised by members mentioned above as well as reporting of regional activities, approval of regional accounting reports and budgets are discussed.



## Handling of Issues Raised by Members

If the general assembly concludes that an issue requires support from the central government, petition drafts and relevant authorities to lobby are decided by the nearest board of directors meeting and JWWA aggressively lobbies the government and legislators to attempt to solve the issue.

If an issue can be internally handled by the secretariat, the standing committees (management, engineering, water sanitation) are tasked to study the issue and study results are disclosed to members.



## Executive Board

Executives consist of the president, the vice-presidents, executive director, directors and auditors. The board of directors consists of the executive director and directors. Members of the board discuss matters related to arrangement and management of general assembly and approval of budgets. Matters important for the water supply industry that is raised by members and lobbying activities are discussed by the directors of regional and prefectural branches. The auditors do audit and publish accounting reports.



## Lobbying Activities

At the standing board of directors meeting held at the beginning of each fiscal year, plans for securing government budget allocations are established. JWVA headed by the board of directors aggressively lobbies the central government and legislatures on appropriate occasions during the course of budgetary process until the budget is authorized by the cabinet.

## Conference and Symposium

Stakeholders of water supply service such as government, national research institutes, water supply utilities and water supply industries gather together to present results of their research and study activities at JWVA's annual conference and symposium. The conference consists of the following ten divisions: management, planning, water resources/water intake, purification, water conveyance/transmission/distribution, service installation, mechanical/electrical/instrument, water quality, and risk management/disaster contingency plan, English. In conjunction with presentations, water forum is held for discussing common issues in the field of water supply.





# Research Activities

## Water Supply Technology

### Technical Research and Study

The Engineering Standing Committee, the Water Quality Standing Committee and the Special Research Committee conduct research and study on water supply technology to solve issues related to water supply. The Engineering Standing Committee selects and researches current technical issues. Research results are provided for water supply utilities. With regard to standards of water supply equipment, four Technical Standardization Committees are commissioned to define or amend various standards if requested. The Water Quality Standing Committee is tasked to deal with water quality related issues and to define specifications of chemicals used for water supply. This committee also publishes books entitled standard methods of water quality examination and organisms in drinking water in Japan.

With regard to special publications related to water supply (e.g. design criteria for water supply facilities, guidelines for water supply maintenance



and management, seismic design and construction guideline for water supply facilities, research of earthquake contingency planning), special research committees are formed based on the approval of the board of directors. And the “Challenging Committee for Consideration of Future Water Supply scheme” deals with issues that have significant impact on water supply and require urgent action.

Committees’ discussion results are published as guidelines and policies. Results are also available for members through the JWWA journal and website.

JWWA conducts research and study commissioned by the Ministry of Health, Labour and Welfare and other entities.

### Standardization Service

JWWA’s Engineering Standing Committee and Water Sanitation Committee as well as special technical committees established by these committees evaluate durability, compatibility, adaptability and hygiene of water supply equipment and materials upon request from members. The evaluation results are published as JWWA standards or used to modify existing standards. (There are 90 standards as of December 31, 2012.)

### Water Works Engineering General Institute

In order to solve various technical issues in water supply, the Water Works Engineering General Institute

conducts research and study activities including performance indicators (PIs), seismic technology, maintenance and management of water supply pipelines, environmental issues, water quality issues and ISO standards. Results of its activities are made available to the members.

Currently, the institute mainly focuses on research and study of practical issues in water supply utilities. Also, the institute established “Project Promotion Department” in September 2009 to dynamically respond to latest needs surrounding water supply. The department has initiated the “Nationwide public and private partnership promotion project” to strengthen operations of water supply with specific support activities.

### Consultation Service

JWWA gives advice and support with regard to urgent issues relating to water supply technology and water quality that requires swift action as the necessity arises.

### Water Supply Technical Directors Conference

Technical directors of 51 water supply utilities exchange information with regard to technical issues ranging from reservoir facilities to supply systems to study measures and improve technical levels. The members visit facilities to get ideas on new technology. This was established in 1971 and holds meetings three times a year.



# Training



## Training

JWWA provides various training programs and seminars relating to management and technology to develop and improve their skills of employees in water supply utilities.

The table below shows the regular training programs conducted every year. Special programs are also provided depending on demands. Training programs are mostly offered in the Kawaguchi Training Center and the Osaka Building, which are excellent training facilities.

## Practical Training Course

In order to maintain and improve piping technique and skills, JWWA has been providing pipeline design and piping technique training programs for designing and piping tech-

nicians since 2001.

Technicians who have completed the training course of distribution pipe laying can be registered as a “distribution pipe laying technician”.

## Accreditation and Registration Scheme

JWWA has an examination and evaluation scheme for water supply engineers and operators of both private and public sectors in terms of water supply facility maintenance and management skills.

There are two types of qualification: one for water treatment, and one for piping. Each qualification has three grades from first to third grade. This scheme is established jointly by four major organizations in the field of water supply.

TITLES OF TRAINING COURSES
<p>&lt;Management Course&gt;                      Newly Appointed Director Generals                      Executive Staff on Management                      Water Utility Management                          (1) Administration                              Course A                              Course B                          (2) Labor Relations                      Practical Training for Collection of Unpaid Water Bills                      Practical Training on Consumption Tax</p>
<p>&lt;Management Course/Technical Course&gt;                      Basic Course of Water Supply</p>
<p>&lt;Technical Course&gt;                      Technical Directors                      Training for Water Leak Prevention                      Practical Technical Training Course on Water Purification Plant                      Training for Water Supply Engineers                          Course A                          Course B                      Specialized Training for Water Supply Engineers                          (1) Design, construction, maintenance and management of service pipes and distribution facilities                          (2) Water treatment facilities                          (3) Water supply system                          (4) Water quality management                          (5) Water purification facilities                          (6) Mechanical, electrical and instrumentation equipment                      Training for Water Supply Engineers by Regional Blocks                      Training for Acquiring Qualifications for Technical Directors of Water Supply Utilities                      Training of Distribution Pipe Laying                      Training of Pipeline Design</p>
<p>Accreditation and Registration Scheme for Water Supply Facility Management Technicians</p>

# International Activities

## International Activities

Japan's water supply is regarded as one of the best service in the world for its high technical levels and excellent operational know-how. As water supply expand to global markets, elevating Japan's current levels of water supply in line with international trends as well as contributing to uplift in developing countries based on Japan's experience are anticipated.

JWWA actively promotes international activities to play a responsible role in the international community and to continue to provide high quality services in Japan.

## Overseas Training

JWWA has been providing overseas training programs to develop human resources with international perspective and knowledge and to promote global partnership since 1990. Currently, the following training courses are provided and senior staff members of water supply utilities are dispatched overseas for training.

- Training at WTI (Water Training International) in UK
- Study Tour to overseas water supply facilities
- Specialized skills training

## Contribution to Developing Countries

In response to request from Japan International Cooperation Agency (JICA), JWWA has been providing training programs for water supply engineers from developing countries since 1968. As of the end of 2012, 659 participants have been trained in our programs.

We use its registered senior technical experts for international cooperation to nominate JICA experts to be dispatched to developing countries. This cooperation scheme aims to contribute to development of human resources required for advancement of water supply service, technical transfer and improvement of water supply in developing countries.

## Activities Related to the International Water Association (IWA)

IWA is an international organization for promoting information sharing in both academic and practical areas of water management to develop public

interest. Its headquarters are located in The Hague, Netherlands.

To establish an international cooperation framework for research and information sharing in the water field, JWWA and the Japan Society on Water Environment jointly form the IWA Japan National Committee and represent Japan in IWA as a member of the board. In international conference and Asia and Pacific region conference (ASPIRE), We provide support for submission of study papers and participation in the conference. We also have a presentation booth at conference to present Japan's excellent water supply technology and know-how to international markets.

To provide opportunity for information sharing for a larger number of stakeholders of water supply and to promote information dissemination and collection, We organized ASPIRE conference in Tokyo in 2011.

## WOPs (Water Operators Partnership)

To improve an image of international contribution of Japan's water supply utilities and to strengthen future activities, JWWA actively promotes WOPs (Water Operators Partnership), a framework between Japan and developing countries.

## International Water Business

As part of government growth strategies, Japan's infrastructure technology related water are encouraged to go to overseas markets. The water supply industry is also keen to promote service as water business through export of Japan's water supply technology and operational know-how.

JWWA focuses on providing support for the water supply industry through various activities including information sharing with interested water supply utilities, presenting a Japan pavilion at international conferences, and holding a "Water Seminar" commissioned by the Ministry of Health, Labour and Welfare in developing countries to demonstrate Japan's high level of technology in water supply.

## Interaction and Cooperation with Overseas Water Works Associations

It is essential to utilize an interna-



7th IWA Regional Workshop in Yokohama, Japan  
第7回IWA(国際水協会)横浜ワークショップ



tional network when implementing various international activities.

JWWA, as Japan's water works association, strengthens and expands international cooperation with different overseas water works associations including the associations of US, Australia, Korea, Taiwan, Indonesia, India and Vietnam.

By utilizing this international network, we are efficiently implementing international activities such as receiving international study missions and trainees and facilitating interactions between Japanese organizations intending to participate in international cooperation programs or water business and overseas water related organizations by acting as an intermediary.

## Activities for International Harmonization

In recent years, international standards have been established and water supply operations are required to comply with the standards. JWWA had participated in ISO/TC224 special committee between February 2002 and November 2007 and lobbied for adopting Japan's high quality service, anti-quake procedures, environmental approaches and facility upgrade in ISO's water and sewage service standards. Following the participation in the special committee, We have been collecting overseas information from newly established working groups and actively participating in important projects.

We are also studying international compatibility of water supply equipment and materials and is actively preparing for implementing actions in important events such as the planned update of the ISO standards.

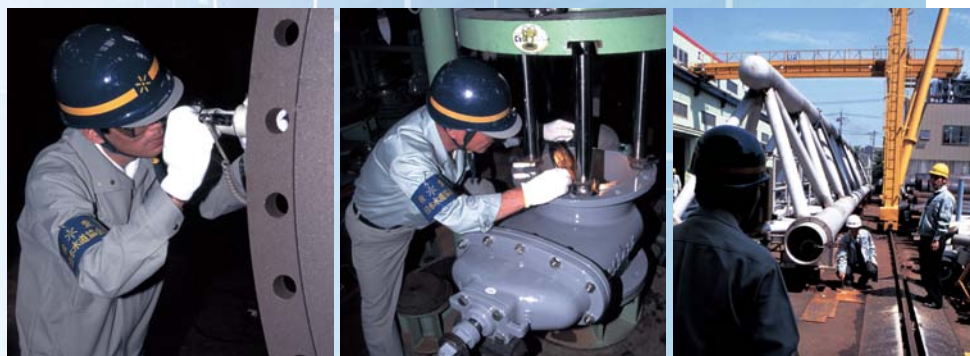
# Inspection Service

## Faire and independent inspection service

In order to provide safe drinking water for the public, JWWA conducts performance testing and product inspections of water supply equipment and materials based on objective inspection criteria when requested by manufacturers who intend to purchase equipment and materials. Inspection Committee, consists of academic experts, consumer representatives and water supply utilities, conducts research and study of inspection service from expert viewpoints. The committee aims to provide optimum inspection services by improving inspection technique and methods. The Inspection Outline Task Force established under the Examination Committee discusses compliance with the “Ministry ordinance on technical standards of water supply facilities” and appropriateness of inspection methods. Five inspection offices and 16 local suboffices provide efficient inspection service. In order to provide a safe and stable water supply for the public, it is essential to use quality and reliable water supply equipment and materials. Thus, third-party performance testing of water supply equipment and materials is becoming more important.

## Four Inspection Service

### 1. Performance Testing and Inspection



Products are tested at inspection facilities based on technical standards and purchasers' criteria to maintain quality. Test items include performance testing such as hygiene levels and overall inspection.

### 2. Inspection Certification Mark

The inspection certification mark is attached to products that are verified for their proper performance through product inspection process. The certification mark enables purchasers such as water supply utilities to easily identify quality products. (See lower right)

### 3. Inspection Certificates

To clearly assure that a product has passed inspection in writing, JWWA issues a quality conformity certificate to the manufacturer. The manufacturer issues an inspection certificate for the product with the quality conformity certificate on request from water supply utilities to prove the product qual-

ity. (See the figure below)

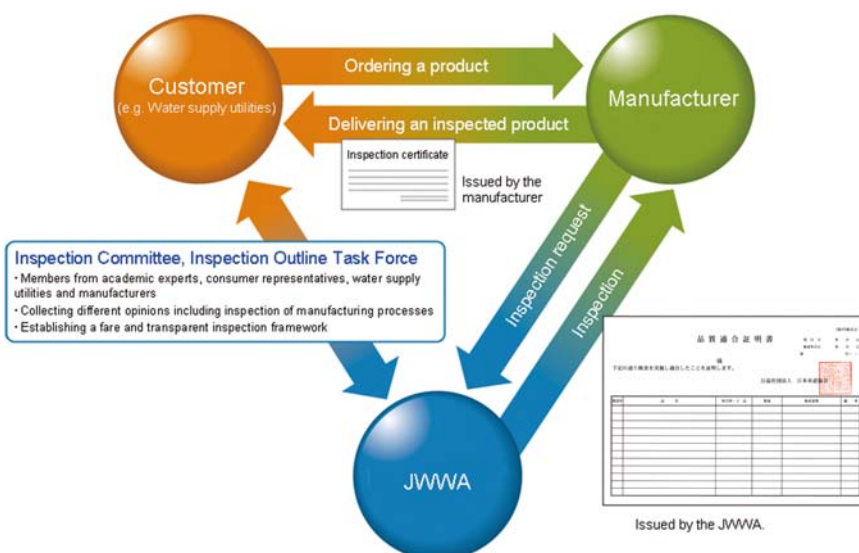
### 4. Listing

Manufactures' inspection facilities and certified water supply equipments and materials are registered with JWWA and listed on our website. JWWA aims to improve products quality and to enable purchasers such as water supply utilities to choose quality water supply equipment and materials.

## JIS Mark Certification Service

In November 2005, JWWA was certified as an authorized certification organization for JIS mark certification by the Ministry of Economy, Trade and Industry based on the Industrial Standardization Law. If a manufacturer wants to produce JIS standard water supply related products, JWWA, upon the manufacture's request, conducts appropriate and precise inspection of the manufacture's quality control system and product testing to grant the JIS mark to certified products.

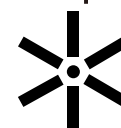
## JWWA inspection service



## JIS Certification Mark



## Inspection certification mark



Engrave : 4/6/9mm  
Stamp/Spray : 6/9/15/30mm  
Mold : 18/25mm  
Pre-certification mark :  
2/3/4/6/9/15/18/25/30mm

URL

<http://www.jwwa.or.jp/kensa/>

# Quality Certification Service

## Quality Certification Service

Since April 1997, JWWA has been providing third-party certification service that verify and certify water supply equipments with the “Ministry ordinance on standards of water supply equipment structures and materials (the Ministry of Health and Welfare Ordinance No. 14, March 19, 1997)” specified under the Waterworks Law.

In addition, since October 2000, the third-party certification service have been extended to water supply equipments and materials and water treatment chemicals, which are specified in the “Ministry ordinance on technical standards of water supply facilities (the Ministry of Health and Welfare Ordinance No. 15, February 23, 2000)” under the Waterworks Law.

Products verified and certified by JWWA are listed on JWWA’s website.

## Third-party certification process

JWWA’s third-party certification consists of two process: “certification registration” and “quality verification”. First, JWWA, upon request from a manufacture or a dealer, inspects water supply products such as service pipes, equipments, materials and water treatment chemicals with standards specified by the Waterworks Law. And conformed products are registered on the book or website. JWWA conducts “qualify verification” before a certification-registered product goes into the market. In quality verification process, JWWA checks

manufacturing process of the product. Once the product passes quality verification, the product is registered as a JWWA certified product.

There are two types of quality verification process: Self-inspection - JWWA check and assess a manufacture’s quality control system. If the system is appropriate, JWWA approves his self-inspection as JWWA’s quality inspection; Sampling-inspection - JWWA it self sample product for inspection.

## Target Products

The following target products:

- ①Service installation: service pipes and fittings directly connected to the distribution pipes (service pipes, taps, valves, joints, water meters)
- ②Materials: used for water purification process (e.g. Surface coating materials, filtering materials)
- ③Water treatment chemicals: (e.g. Flocculants, powdered activated carbon, disinfectant)

## Examination Criteria

The following criteria are applied to quality verification:

- ①Basic criteria (service pipes/water supply equipments)  
Performance standards specified by the Ministry ordinance on standards of water supply equipment structures and materials
- ②Special criteria (service pipes/water supply equipments)

In addition to the basic criteria, other performance standards (JWWA’ own standards or other organizations’

standards acknowledged by JWWA)  
③Technical criteria (water supply materials/chemicals)

Technical standards according to the Provision 4, Article 5 of the Waterworks Law

## Quality Certification Mark

A “quality certification mark” is attached to certified products as quality confirmation. This certification mark enables consumers to easily check products’ quality with standards specified by the Waterworks Law.

Quality certification marks can be attached by pasting stickers, engraving, molding or printing. Typical quality certification marks are as follows:

## Certification related Committee

In order to operate fair and independent quality certification service, JWWA has the “Certification System Steering Committee” and “Certification Inspection Committee”, which consist of academic experts, consumer representatives, water supply utilities, manufacturers party and designated water supply installation service providers. Through these committees, JWWA seeks opinions and advice from broad perspective. The Certification System Steering Committee discusses important matters regarding our third-party certification service that require fair, independent and socially credible operations. The Certification Inspection Committee deals with technical and expert advice, review and research such as certification of new products.

## Certification marks attached to basic standards conforming products



## Certification marks attached to special standards conforming products and technical standards conforming products



URL

<http://www.jwwa.or.jp/Center/>



# GLP Accreditation Service

## Water Supply GLP

Since tap water is used as drinking water by consumers, quality testing of tap water especially requires a high level of reliability. To maintain reliability of water quality testing, JWWA defined the “Guidelines for Tap Water Quality Testing Good Laboratory Practice” (“GLP for Water Supply” in short) in September 2004. This GLP for Water Supply covers legal requirements and accreditation standards for certified water quality testing authorities specified by the Ministry of Health, Labour and Welfare. In addition, while this GLP for Water Supply conforms to ISO 9001, actual conditions of water quality

testing organizations are considered for practical application. In terms of water quality testing requirements, part of ISO/IEC 17025 provisions are selected for the same practicality. To enable water quality testing organizations to implement a quality assurance system in line with the GLP for Water Supply, JWWA has been providing GLP accreditation services since August 2005.

## Requirements

To succeed “GLP for Water Supply” accreditation, a water quality testing organization needs to meet administrative and technical requirements of water quality testing specified in the

GLP for Water Supply and takes inspection by JWWA. Administrative requirements include establishment of a quality control system, clarification of management responsibilities, proper record management and scheduled training programs. Technical requirements include standard work procedures based on the applicable laws specified by the Ministry of Health, Labour and Welfare, proper inspection facilities suitable for water quality testing and proper management of inspection equipment. Accreditation objectively certifies that an accredited water quality testing organization performs proper inspections under a controlled structure and actively implements measures for maintaining reliability of quality testing results.

## Accreditation Status

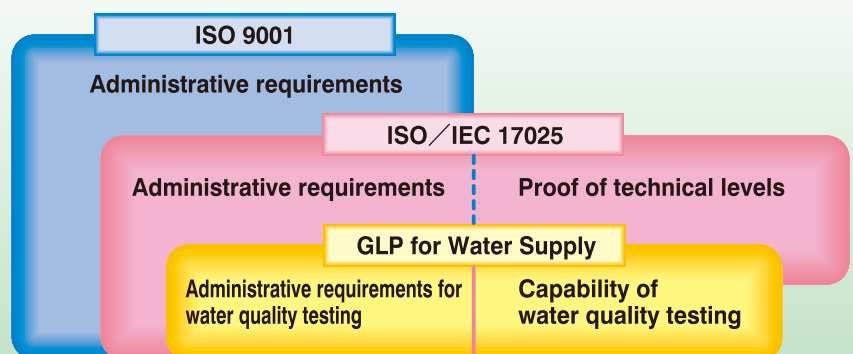
JWWA has the “GLP for Water Supply Service Committee” and the “GLP for Water Supply Accreditation Committee” for maintaining fair and independent inspection and accreditation services. Each inspection for accreditation by JWWA is conducted objectively. Since the first accreditation granted in December 2005, 91 water quality testing organizations including water supply utilities and water quality testing authorities registered under the Article 20 of Waterworks Law have been certified as GLP for Water Supply accredited organizations by the end of December 2012.



GLP for Water Supply  
Accreditation Mark



## Outline of the GLP for Water Supply, ISO/IEC 17025 and ISO 9001



# Publication / Other Service

JWWA publishes water supply related books on both managerial and technical subjects.

In recent years, we have been publishing books based on new projects and revising existing books to accommodate needs for effective management of water supply utilities and changing environment of the water supply industry.

JWWA's main publications include books such as "Design Criteria for Water Supply Facilities", "Guidelines on Waterworks Maintenance and Management", "Standard Methods for Water Quality Examination" and "Details of the Waterworks Law Provisions". And our periodical includes monthly publication "JWWA Journal" and yearly publications "Water Supply Statistics", "Water Tarriff Tables" and "Proceedings of JWWA's Annual Conference and Symposium".

Since its first issue (December 1932), JWWA Journal has been providing various water supply related information as an official our publication and playing a major role in advancement of water supply services. And many excellent study papers published in JWWA Journal have been contributing to development of various water supply related engineering.

In 1982, the Scientific Council of Japan designated JWWA as an "Academic Society", which authorizes JWWA Journal's academic status as a reputable publication both in name and reality.



## Water Supply Insurance scheme

The water supply insurance scheme has been introduced in 1979 by members' request. JWWA represents members to sign up group contracts. Insurance claims can be made for accidents related to water supply. The water supply insurance scheme covers water supply general liability insurance as well as damages caused by accidents of machine facilities and submarine pipes and accident and liability insurance for contracted meter readers.



## JWWA publication and book list

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 Marketing Operation Manual.....2011  
 Water Supply Dictionary (2nd Edition).....2002  
 Accounting Procedures of National and Local Consumption Tax in Water Supply Services.....1998  
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Display Standards of Water Service Pipes and Supply Equipment.....1977  
 Design Criteria for Water Supply Facilities (2012 Edition).....2012  
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 Guidelines for Seismic Design and Construction Guidelines for Water Supply Facilities (2009 Edition).....2009  
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