

Veolia to Launch Drinking Water and Sanitation Services via the “Mizu Partner Joyo” Joint Venture in Joyo City on April 1

Veolia, through its Joint Venture *Mizu Partner JOYO*, is pleased to announce the official launch of the “*comprehensive outsourcing contract for Joyo City’s drinking water and waste water services*” in Joyo City, located in Kyoto prefecture. Following a commencement ceremony held today, operations will officially begin tomorrow, April 1. Under the 10-year contract signed on September 30, 2025, the Joint Venture is fully committed to ensuring the smooth, reliable, and sustainable delivery of these essential services over the next decade.

This Joint Venture, which was named “*Mizu partner JOYO*”, is composed of five companies: Veolia Jenets Co., Ltd.; Fuji Surface Information Co., Ltd.; Japan Maintenance Engineering Co., Ltd.; West Japan Railway Company; and Asia Air Survey Co., Ltd. They are joining forces to provide drinking water and sanitation services to more than 73,000 residents.

This project adopts a new contractual scheme promoted by the Japanese government called “Water PPP Level 3.5” (which includes private company support for equipment renewal planning in the scope of work)¹.

This contractual scheme was created to address a range of challenges faced by the Japanese water infrastructure sector, such as declining revenues from water tariffs due to population decrease, increased facility renewal costs from the aging infrastructure, and difficulties securing skilled engineers.

The contract in Joyo City entrusts the Mizu Partner JOYO joint venture with the comprehensive management of drinking water and wastewater services, covering everything from water volume management and facility maintenance to customer service (billing, meter reading, technical support, and revenue collection). It also includes essential functions such as crisis management, after-hours support, and the preparation of renewal plans for water and wastewater infrastructure, as well as cross-cutting tasks like public communication, training, and process improvement for the city. The goal is to ensure comprehensive, stable,

¹Water PPP Level 3.5 (equipment renewal support type) is a contractual scheme in which, in addition to the usual comprehensive operation and maintenance of facilities, the contractor is responsible for preparing draft plans for the equipment renewal. This integrated management of operations and renewal approach aims to further increase overall efficiency.

and sustainable operations of Joyo City's water services, tailored to the structural challenges facing Japan's water sector.

Project Overview

1. Project Name: comprehensive outsourcing contract for Joyo City's drinking water and waste water services

2. Scope of Services:

- Drinking water facility-related operations (water volume management, operation and maintenance of water treatment facilities, etc.)
- Waste water facility-related operations (waste water facility maintenance)
- Customer service (customer service via counter, telephone, email, and city website; valve opening/closing; collection of city revenues; meter reading; response to nonpayment; response to water stoppages; replacement of defective meters; meter management; water supply equipment services; drainage equipment services; underground pipe survey support for water and sewerage facilities)
- After-hours customer service
- Preparation of draft plans for the equipment renewal of drinking water facilities
- Preparation of draft plans for the equipment renewal of waste water facilities
- Crisis management
- Other services (public relations and communication, training, cooperation for on-site inspections, revision of Joyo City's standard water and sewer business processes, handover)

3. Contract Period:

- April 1, 2026 to March 31, 2036 (10 years)

4. Contract Amount:

- 3,800,000,000 yen (excluding tax)
