

Case study

Wastewater concession – Hamamatsu City, Japan.

Project	
Where (country/City):	Japan / Hamamatsu City
When and contact length :	April 2018 - March 2038 (20 years)
Goal: construction and or operations?	Concession
Scope: water/ Wastewater?	Wastewater
Scope: plant and or network?	Plant
People served:	467,500
Brief description of the project	
<p>The Hamamatsu contract, which started in April 2018, is the first Wastewater Concession ever in Japan, following the amendment of the PFI law. Hamamatsu Water Symphony (HWS), a newly formed consortium led by Veolia with top-tier Japanese players and local companies, were awarded this 20 years contract. The treatment plant handles 60% of the City's 800,000 inhabitants. One WWTP and 2 pumping stations are included in the scope of service.</p>	
Is this project unusual or different compared to others?	
<p>Improvement of operational efficiency: updated wastewater treatment technologies and asset management tools brought optimized renewals and repairs process and more efficient operation. Innovative smart tools: "The Seien Smart Platform" for efficient monitoring and operation of wastewater collection and treatment will be installed. Bottom-up operator's skill: investing in training and development opportunities to retain and bolster locally employed staff, with a special focus on technical skills, management skills and safety. Contribution to the local economy: creating synergies with the local socio-economic ecosystem, supporting lifestyles of workers and customers.</p>	
What have been the major outcomes or success so far?	
<p>Has proven as a new successful PPP model as Japan's first concession contract in its water industry. Full water quality compliance, various cost reduction efforts, and social activities with local communities.</p>	
Has "working in partnership" helped to make the project successful?	

- 1) Early clarification of clients' expectations and our solutions at the Competitive Dialogue stage. (tender stage)
- 2) The delivery of main proposal items and above business plan performance in the first 4 years.
- 3) Social business and local awareness improvement (About 1,700 people visited the plant including 510 national and local parliament in the first 2 years.)

Contribution to the United Nations 2023 Conference themes

1) Which Interactive Dialogue theme does the project contribute to?

Water for Health: Access to safe drinking water, hygiene and sanitation	YES The treatment plant handles 60% of the City's 800,000 inhabitants.
Water for Climate, Resilience and Environment: Source to Sea, Biodiversity, Climate, Resilience and Disaster Risk Reduction	YES Performing Environmental field surveys based on the Veolia's guideline. Also managing the site and surrounding environment based on ecological management guidelines used worldwide. We promote green space management in accordance with the Green Space Charter, including the use of plant-based products, systematic weeding, water conservation, and efforts to preserve species (extermination of non-native species and protection of native species), including by contractors.

What topic of the "Global Acceleration Framework" does the project contribute to?

1. Improved data and information – how did you use data and information to improve the service and increase accountability and transparency	YES Innovative smart tools: "The Seien Smart Platform" for efficient monitoring and operation of wastewater collection and treatment will be installed.
2. Capacity development - did you create new jobs or developed local people's skills and talents?	YES Bottom-up operator's skill: investing in training and development opportunities to retain and bolster locally employed staff, with a special focus on technical skills, management skills and safety. Social
3. Innovation – how have you used innovation and technologies to make the service better?	YES "The Seien Smart Platform" (see above)
4. Governance – what have you done to maintain and strengthen governance around the project?	YES A monitoring system is implemented, and the result is open to the public on the municipality's

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	website.
Has the project in any way supported the development and involvement of young people and/or supported gender equality, and if yes, how ?	
By hiring women in their 20s, the average age of employees is 42 years old. This is very low in this industry in Japan.	