

Policy Address of the Taipei Water Department, Taipei City Government

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Important Administration Results

Innovative measures

1. Green Energy trailblazer - The first water purification plant in Taiwan to have an added solar farm built on top

Our Department, the Zhangxing Water Purification Plant, is located at the core of Taipei City. It was originally an open-top water purification plant, exposed to high temperatures due to its basin terrain during summer and the urban heat island, which results in a temperature difference between the upper and lower layers of the water, disturbing the sludge in the clarifier and affecting sedimentation. Algae are also prone to multiply in the clarifier and the filter due to direct exposure to sunlight, blocking the filter bed, which affects filtration and reduces the effectiveness of water purification. Therefore, our Department conducted construction to raise and cover the plant, with a total area of about 20,300 square meters. In addition to benefits such as ventilation, daylighting, maintenance, and lighting, it can also prevent the dust kicked up by vehicles from the adjacent National Freeway 3 access road from falling into the plant.

In response to our government and the Ministry of Economic Affairs' efforts to promote the solar energy policy, after completing construction on the plant cover in January 2018, our Department leased the roof to the private sector, allowing them to lay solar panels with a lease of up to 20-years. iTek Electronics won the bid, and became responsible for the construction, operation, and maintenance of the solar panels. Our Department can receive a return of 2.1 million NTD annually, becoming the first cooperation case for water purification plant to have an added solar farm built on top in Taiwan. Since it began generating power on May 20, 2019, by the end of December it had generated about 1.49 million kWh of power, with a carbon reduction of about 792 metric tons according to statistics, allowing Taipei City to gradually shift towards its goal of sustainable green energy.

Important Administration Results



2. Construction of the Feitsui raw water pipeline has begun - a better guarantee for domestic water in the Taipei Metropolitan Area

In response to the impact of more radical climate change in recent years and the increased turbidity of raw water in Nanshi River, our Department plans to implement the “Feitsui Raw Water Pipeline Project” to allow the Feitsui Reservoir's Beishi River water source to be sent directly to the water purification plant, negating the impact of the Nanshi River's inability to provide water due to high turbidity. Construction started in July 2019 and is expected to be completed in 2023. The main portion of the Feitsui raw water pipeline passes through a mountain range tunnel, 4.5 meters in diameter and 2.8 kilometers long, with an intake capacity of 2.7 million tons per day. Because its water source area is located nearby the Feitsui Reservoir, to avoid the shortcomings of traditional drilling and blasting, a lower vibration-intensive machine tunnel boring was used. The project cost 2 billion NTD, of which 400 million NTD can be self-paid, with the remaining 1.6 billion NTD being shared between the Government of the Republic of China and the Taipei City Government.

Once the Feitsui raw water pipeline has water flowing through, not only will it reinforce the Taipei Metropolitan Area's guarantee for Feitsui drinking water, together

Important Administration Results

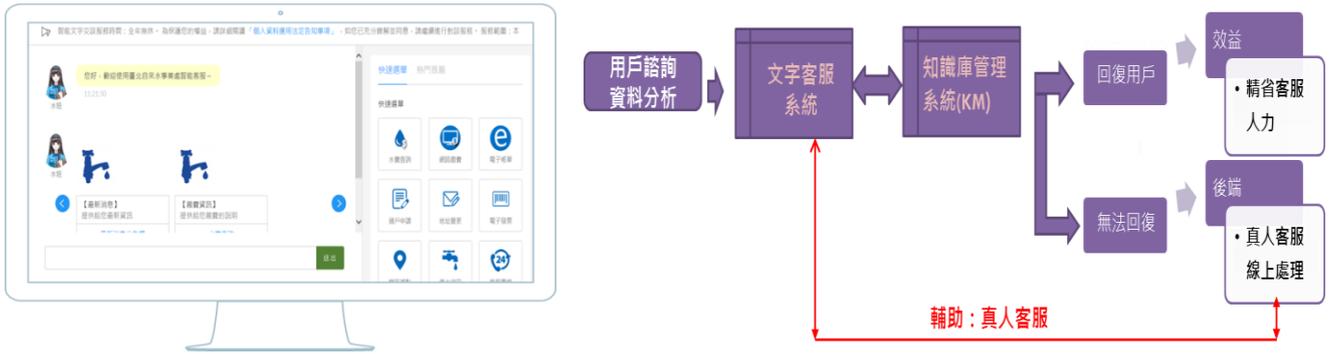
with the Water Resources Agency's phase two Baoqiao/New Taipei District Water Supply Improvement Project, the proportion of Feitsui water supplied to New Taipei City will be increased to 57%, allowing the Taipei Metropolitan Area cooperation to reach new milestones. Since the start of construction on this project in July 2019 to the end of December, it has bored a total length of 39 meters for the tunnel.



3. Setting up the "Smart Customer Service System"- making user inquiries more convenient

In order to build a brand new customer service experience, our Department has set up a smart customer service system to provide users with FAQs via verbal means, especially formulaic and repetitive questions, through the website's smart customer service window, to improve the efficiency of customer service centers with information technology, establishing an image of innovative service. It went online on July 1, 2019, and as of December it has received 4,677 visitors with 11,233 inquiries, continuously being promoted to users through water bills and other channels.

Important Administration Results



Smart customer service system and architecture



Promotion of the Smart customer service system through water bill envelopes

Important results

Strict control on the quality of water coming out, quality water for Taipei

1. Strict control on water purification treatment

Implementing a comprehensive effectiveness evaluation for water purification plants, by adopting the "multiple barriers" strategy, based on the practices of developed countries. At the same time, setting internal control standards that are more rigorous than the national drinking water quality standards, along with the use of continuous detector instruments to ensure that the water produced at any given time can meet the drinking water quality standards. In 2019, the annual average turbidity of each water purification plant was 0.025NTU, which is far better than the 2NTU set by legal limitations.

To counteract the ultra-high turbidity caused by typhoons or heavy rainfall, and improve the efficiency of water purification treatment in the future, 2019's annual improvement measures that are planned to be carried out are as follows:

Important Administration Results

- A. Zhitan plant's instrument control integration improvement project (including the attached instrument and control equipment for water purification facilities, other water intake and sewage systems, etc) began construction on July 5, 2018 and was completed on June 28, 2019, increasing the instrument and control equipment system stability and safety protection levels.
 - B. The replacement project for Zhitan plant's 1st and 2nd cycloidal drive and related valves (addition of remote-control panels for intake valves) began construction on August 7, 2018 and was completed on August 26, 2019, which can improve the equipment maintenance rate and high turbidity raw water handling capacity.
 - C. The improvement project for Changxing plant's sludge discharge system, among them the "Installation project for Changxing plant's sludge suction pump" began construction in October 18 of 2018, and was completed in June 21 of 2019. Also, the "Installation Project for Changxing plant's sludge scraper" began construction in January 2 of 2019, and was completed in July 31 of 2019. It will remove the sludge that settles at the bottom of the clarifier through mechanized means, replacing the current manual cleaning method, with a continuous discharge of sludge during periods of high turbidity to ensure the treatment capacity of the water purification treatment equipment.
 - D. The "Improvement project for the Gongguan plant equipment such as flowmeters, valves and sludge plants, etc" began construction on June 14, 2019, and is expected to be completed in May 2020, improving the equipment operation efficiency to ensure regular water output.
 - E. The improvement project for the Zhitan plant and Qingtanyan chemical vats and other equipment began construction on July 29, 2019, and is expected to be completed on September 2020. It will increase the chemical storage capacity, reduce the risk of chemical shortage, ensure sufficient chemical reserves during the high turbidity period, and stabilize water supplies in the Taipei Metropolitan Area.
 - F. The replacement project for the Zhitan plant substation and related electrical equipment began construction on September 5, 2019, and it is expected to be completed in September 2020, to prevent electrical hazards and conserve energy.
2. Complete water quality process management and monitoring
- A. There are 93 water quality detection stations from the raw water source to the end user. In addition to continuous 24-hour online monitoring, 139 water quality parameters are strictly sampled and inspected. Our department's online water quality monitoring system and water quality inspection labs have been awarded both the ISO27001 and Environmental Protection Administration inspection lab certification,

Important Administration Results

respectively. With transparent water quality inspection data in real time, the public can now query the real-time information on water quality near their houses through our Department's website, to raise the trust and confidence that civilian water users have.

- B. The results of the various water quality inspections made in 2019 all met the drinking water quality standards, fully showcasing that the quality of water sources and tap water in the Taipei Metropolitan Area are safe and pure. Water quality sampling inspection includes: 497 inspections of raw water in the water purification plant, 223 inspections of pure water in the water purification plant, 6,905 inspections of selective sampling in the water supply area, and the user's water quality qualification rate is 100%.
 - C. In order to keep tabs on the real time status of raw water and clean water quality, in addition to monitoring the items listed in the "Drinking Water Quality Standards", our Department also included the Environmental Protection Administration's "Unlisted Pollutant Candidate List" and emerging pollutant compounds that attracted public attention onto our list. In total, 48 items of emerging pollutants and 22 items of environmental hormones were added. The test results are mostly "undetected", or far below the WHO, the United States, Japan, the European Union and other developed countries drinking water quality standards or the recommended baseline value, so the water quality is extremely good.
3. Promote the direct drinking of tap water in public areas and government-owned buildings

- A. Inspection and assistance of (insert) in government-owned buildings

According to the January 21, 2019 daily government approved "Taipei City Government Affiliated School Building Direct Water Drinking Promotion Plan", the plan is to gradually promote from the inside out, from public to private, thus targeting buildings owned by our government, to establish civilian confidence in drinking water directly. The content of the plan is based on the water meter plug (abbreviated as the plug) of the building. According to the statistics, there are 1,490 (insert) in the government that require staff be sent for inspections and assistance. Due to the large numbers, building characteristics are divided into three categories, and the order is determined according to its priority. The implementation will be divided into three stages and be completed within two years. We plan to inspect and assist 654 (insert) in 2019 and inspect and assist 836 (insert) in 2020. In 2019, we completed the inspection and assistance of 703 (insert), the cumulative conversion rate was 107.5%.

Important Administration Results

B. Outdoor public space

In order to establish civilian habits for drinking directly from tap water and reducing the use of bottled water, additional drinking stations were installed in public parks and other public areas starting in 2015. This increased approachable direct drinking environments, providing more friendly and convenient drinking water services in public areas. In 2019, setup was completed and put into use for approachable direct drinking station totaling 41 stations, surpassing the annual target of 32 stations.

Improvement of the water supply network to preserve precious resources

1. Water leakage management and pipeline replacement

A. Our Department refers to the International Water Association's (IWA) recommendations for water leakage management measures for pipeline network water loss, with pipeline replacement, water pressure management, active detection of leaks, and repair rate quality as the four main guidelines, a multi-aspect approach to boost the water supply network system. The planned target is to reduce the water leakage rate from 26.99% in 2005 to 10% in 2025. The leakage rate in 2019 has been reduced to 12.71%, which is better than the expected target of 12.72%.

B. Since 2006, our Department has been promoting the "Water Supply Network Improvement and Management Plan". By the end of December 2019, a total of 2,173 kilometers of pipeline had been replaced.

2. District measurement

Since 2002, our Division has been promoting district measurement, using the water street profile, gradually dividing them into appropriate independent blocks and installing measurement meters. Blocks with poor performance will be given priority to improve measures such as pipeline replacement, detection, and leak repair. By loop tracking and image modular management, a geographic information system is attached to the water supply pipe network, allowing district measurement operations to enter a scientific layer management model. We completed the designation of 6 districts in 2019, with a total of 829 districts, and completed the improvement of 20 districts in 2019, with a total of 350 districts.

3. Leakage detection and repair

In order to improve the efficiency of water leakage detection, our Department will integrate water leakage detection with district measurement operations to focus on areas where water leakage may occur, supplemented by new equipment (noise collectors) as detection tools to enhance the overall water leakage improvement

Important Administration Results

performance. In 2019, we planned to test 20 districts, and testing was completed by the end of December for 23 districts, with a conversion rate of 115%.

4. Main pipeline maintenance

In view of the increasing scarcity of water resources, in order for more effective use of water resources, and to prevent system leakage, in recent years our Department has actively promoted the maintenance of the main pipelines. At present, there are ϕ 500mm or more main water pipelines being continuously maintained and handled. In 2019, we completed the inspection, cleaning, and replacement of a total of 6,441 meters of pipes.

Boost the water supply system, sustainable city water supply

1. Water supply backup

The three newly constructed distribution reservoirs and pumping stations in Datong were completed on February 15, 2019, greatly improving the safety and stability of the city's water supplies in the Zhongshan, Datong, Shilin, and Beitou areas. Water supply can now also provide for the new population's water demand in the development zones of Danhai New Town, Shezi Island, and Guandu Plain in the future. Also, the Dadu Danhai line ϕ 1200mm water pipeline tunneling shield connection project had completed a tunnel boring length of 2,254 meters by the end of December 2019. It is scheduled to be completed on April 2020. Upon completion, it will ensure a steady water supply in the Beitou area and support the water supply demands of Danhai New Town.

2. Water purification reserve

Since the completion of the sixth Zhitan water purification equipment and the improvement project for the water purification facilities of the Changxing Water Purification Plant, the water purification capacity has been raised to 4.54 million metric tons, and the water purification reserve rate has reached 40%. In addition, in order to maintain the reserve efficiency and to continuously improve water purification equipment, an improvement project for a quick filter in Zhitan began construction in April 2018. By December 2019, construction on the north and south structures of the filter bed had been completed, and the follow-up will coordinate with the operational requirements of the Zhitan plant to connect water in order to reduce the effect typhoon season has on the operational risk of the water purification plant.

3. Actively promote the Feitsui raw water pipeline

In response to the increasing raw water turbidity and water pollution of the Nanshi river upstream from the Xindian River, we plan to add a water intake at the Beishi River, downstream from Feitsui Reservoir, setting up a raw water pipeline

Important Administration Results

connecting to the downstream Cukeng Dam, sharing the Taipower Cukeng power plant waterway, connecting it to the Eryuan Water main pipelines. This can increase the stability and safety of the water supply in the Taipei Metropolitan Area. The raw water pipeline is about 2.8 kilometers in length, with a total budget of 2 billion NTD. It has obtained a central budget subsidy and has been approved for a subsidy of 800 million NTD from the special budget for future-proof infrastructure construction. Construction began on July 15, 2019. By the end of 2019, it had bored a total length of about 39 meters for the tunnel.

4. Emergency water supply during disasters

A. Emergency life-sustaining water station

In accordance with our government's disaster prevention policy, in response to the needs of major natural disasters, 46 emergency life-sustaining water supply stations (including 12 disaster prevention parks) including water pools, water supply pipelines, and disaster prevention parks have been set up in the jurisdiction zones of our department, which can provide about 344,000 tons of life-sustaining drinking water, supplying 3 liters of life-sustaining water per person every day (recommended by the National Science and Technology Center for Disaster Prevention NCDR), a limited 2 week disaster prevention and temporary housing measure, in order to obtain valuable repair time.

B. School water station

In order to make it easier for civilians to obtain water when the water supplies are cut off due to natural disasters, 124 public schools in Taipei are to be continuously used as water supply stations in 2019. This allows civilians to obtain water nearby when the water supplies are cut off during natural disasters, mainly using available school water facilities to provide service without the need to construct additional facilities or to expend additional costs. We will notify the schools to maintain water storage of water reservoirs and water towers at full capacity before the arrival of a typhoon. Once our Department cuts off the water supplies, the Emergency Operation Center (EOC) will announce that the school water supply stations are now open. Our Department and the school will send personnel to the schoolgrounds to guide and provide a water rationing service, and civilians can go to the nearest school water supply station and use the school's faucets to obtain water directly.

C. Disaster prevention groundwater well

The Department has completed the installation of 72 disaster prevention groundwater wells in this Municipal Disaster Prevention Park and Disaster Prevention

Important Administration Results

School or nearby neighborhood park, which can supply about 110 liters of miscellaneous water per person per day to accommodate basic life needs such as cleaning, toilet sanitation, laundry, washing, and showering during the disaster prevention period.

Additionally, in conjunction with the opening of the Xinyi No. 414 Disaster Prevention Park, facilities such as a 100-ton tubular life-sustaining water storage tank and groundwater wells were constructed to provide emergency water demand for disaster victims in the temporary shelter of the Disaster Prevention Park, which was completed on December 3, 2019.

Convenient and high-quality user service

1.The customer service center is open 24/7

In order to establish quality services, our customer service center provides uninterrupted service 24 hours a day, 365 days a year, integrating our government's 1999 Hello Taipei hotline system platform, providing dedicated inquiry services such as user water fee inquiries, report and repair leakages, water shortages, and complaints. A total of 341,643 telephone services were provided in 2019.

2.User Water Shortage Service

In order to provide uninterrupted water service for the public, if there is a water shortage in the user's house, just call our customer service hotline 8733-5678 or Hello Taipei Hotline 1999. Once confirmed, an employee or hired contractor will be immediately sent to the location within 1 hour to inspect the water supply equipment. If it is within the responsibility of our Department, it will be dealt with as soon as possible. If it is the user's own equipment that is faulty, they will be notified to hire workers and repair it themselves. The number of water shortage services provided reached 6,926 in 2019, ensuring users' water rights.

3.Improving the quality of walk-in service

The paperless service for walk-in applications, after the launch of the "Convenient and Paperless Walk-in Application System", 8 applications including the application for "transfer" can be electronically signed and directly filed after the case is closed. A total of 38,737 cases were processed in 2019, a 156,579 reduction in application forms and attachment paper printing, effectively reducing paper consumption and manual filing/scanning operations to improve operation efficiency. In order to improve services for the convenience of the people, we continue to promote telephone transfers, a total of 8,068 telephone transfers were processed in 2019, accounting for 14.79% of the total number of applications.

4.Smart water meter value-added service

Important Administration Results

By using smart water meters and new generation information and communication technology, an automatic meter scanning management system is set up to provide users with the ability to check information on water quality and water usage at any time through our Department's smart water network, to detect early signs of abnormal usage or find leaks, to aid in patching up leaks as quickly as possible, reducing unnecessary water expenses and waste of water resources. By the end of 2019, a total of 6,609 smart water meters were installed in newly completed public houses (Xinglong Phase 1, 2 public houses, healthy public houses, youth public houses, and Dongming public houses). This covered users with a monthly average water consumption of thousands of tics, and Government-affiliated institutions and schools with monthly averages of 200 or more tics and other bidding users.

5. Multiple payment channels

Since our department launched the city government's smart payment platform (pay.taipei) payment service, it has garnered praise from the public, and usage rates have been steadily climbing on an annual basis (0.09% in 2017 and 0.54% in 2018). When the QR Code for pay.taipei and Taiwan Pay was added in November 2019, civilians can now look up the latest water fee, make immediate payments, and write off the account immediately after payment by scanning the QR Code without inputting the water ID, the utilization rate of pay.taipei was further increased to 2.73% in 2019. There are currently 17 kinds of payment channels provided, and the utilization rate of non-cash payments is as high as 97.75%.

Fulfill corporate social responsibility

1. Improve water conservation efficiency

In order to make effective use of precious water resources and reduce the daily water usage of each individual in this city, our Department provides relative water-saving services for different types of water usage.

A. Government-affiliated institutions and schools

In 2019, we reviewed the effectiveness of water conservation in the previous four years for each institution, and re-formulated the "Plan for the Implementation of Water Conservation in Government-affiliated Institutions and Schools from 2019 to 2022", and set selective water conservation targets for each institution, with "Improving water management" and "improving water resource usage" as the key points of focus. According to statistics, the annual water usage of the government-affiliated institutions and schools in 2019 has decreased by more than 4% compared to 2018.

Important Administration Results

B. Average household users

Promoting door to door household water-conservation services, for household users with larger water usage, we provide toilet leak detection, adjust the opening of the water valve, install a faucet water saver and water detection quality, etc. In 2019, we implemented 5,678 cases of household water conservation, achieving the annual goal (5,000 cases). From 2016 until 2019, we've serviced a total 21,647 of cases, with a total amount of about 881,000 tons (tics) of water saved.

C. Users with large water usage

By the end of 2019, 2,811 households had free smart water meters installed and users have been coached to achieve autonomous water management through the "smart water housekeeper" system. Users can set up services through the information platform to provide warnings for abnormal water usage. They can also use their mobile phones to check on their own water statistics, providing early detection and early maintenance to avoid senseless waste of water resources. A total of 637 assistance and improvement cases were achieved by the end of 2019, saving about 2.58 million tons of water through preventive measures.

2.Create a Gongguan waterfront hydrophilic environment

The water park is located in the hub of Gongguan district, a part of the city's promotion for the "Chengnan National Taiwan University Humanities and Life Studies". It conducts guided tours of monuments, and cooperates with private enterprises to handle activities, marketing, and attracting crowds, actively cooperating with public/private institutions and the Gongguan shopping area, vitalizing the local economy. A guided tour of the newly opened Guanyinshan Reservoir, a century-old scenic spot, during the Lunar New Year in 2019 completed 160 guided tours. In the summer, the opening ceremony for the Water Festival was co-organized with the National Taxation Bureau of Taipei, Ministry of Finance. They also co-organized the "8K" Water with Life in Taiwan Outdoor Premiere with the Delta Electronica Foundation, held a Gongguan Christmas concert in December, and received more than 1.34 million visitors throughout the year.

3.Promote tap water environmental education

The Taipei Water Park has been certified as an "environmental education facility", actively planning guided outdoor teaching park tours, DIY, and other various activities to expand the reach of environmental education to different target audiences and ethnic groups, making the best use of the water park's environmental education functions.

Important Administration Results

In 2019, there were 75 environmental education activities and 4,571 visitors held at the water park. Giving students profound experiences on the importance of water resources through a variety of environmental education activities and lesson designs. In addition to increasing their understanding of water resources and expanding students' horizons, the activities instill in them a responsibility to cherish water resources through mutual sharing and feedback that enables them to act in day to day life to achieve environmental education goals.

Robust financial effectiveness

1.Sophisticated financial control

- A.Put into practice lean and practical personnel, assisting employees by increasing their capabilities through job training and information management, controlling the increase in employment costs.
- B.Continue to promote improvements for the water supply pipeline network, the water leakage rate in 2019 was reduced to 12.71%, a decrease of 0.81% from the previous year. We handled frequency conversion device additions for the water supply pumping equipment, and the operation schedule was adjusted in accordance with the peak and off-peak time of electricity costs to refine mechanized operation. Electricity cost was reduced by more than 940,000 NTD compared to the previous year.

2.Enhance the usage of assets and funds

- A. Promote multi-purpose land usage, increase the revenue of subsidiary business and review the upcoming contract in advance to ensure that the contract is smoothly integrated with no down time period. In addition, our Department was assigned a property value of more than 970 million NTD in the joint development effort for the Daqiaotou MRT 2 of the Xinzhuang line, Taipei MRT. Afterwards we completed handover procedures in December 2019 we then proceeded to put it out for rent and operation, to increase subsidiary income.
- B. In June 2019, our department officially launched the Changxing water purification plant with the top covered and an additional solar panel system. In addition to solving problems such as pool bottom sludge disturbance, algae growth, and dust fall, this also allowed us to lease the roof to private companies for them to lay solar panels in response to environmental sustainability, granting us an increased annual income of about 2.1 million NTD in feedback funds.
- C.Improve operation funds management, flexible scheduling of funds, the use of different loan channels, borrowing funds with low interest and a stable supply to reduce interest

Important Administration Results

expenses, and evaluation of the annual cash inflow and expenditure time, as well as investments of the short-term surplus funds for operations to increase interest income.

3. Rationalization of hot spring costs

Since January 2019, the new Beitou Hot Springs usage fee has been adjusted to 23 NTD/cubic meter. At the same time, it actively reviewed the hot spring water margin and evaluated the system's energy supply and water allocation capacity. On July 2019, the handling of new Beitou Hot Spring application was open, a total of 120CMD were approved.

Additionally, the usage fee for Xingyi Road Hot Springs is now 37 NTD/cubic meters, a total of 808.7 CMD has been approved in 2019. It began operation and collection on January 5, 2019, achieving effective use of hot spring resources, a robust hot spring financial structure, and the goal of sustainable hot spring industry development.

Future Policy Focus

Complete the water supply environment

1. Robust pipeline network equipment

Promote the improvement plan for the water pipeline network, refine the use of district measures such as block designation, water pressure equalization, and the effectiveness of water leakage improvements to improve the effective use of water resources.

2. Reduce the risk of water shortages

After the construction of the Feitsui raw water pipeline was completed, the stability of the water supply system and treatment capacity of high raw water turbidity were improved, the backup and standby function of the water distribution system were also improved, reducing the risk of water shortages.

3. Improve disaster prevention capabilities

The emergency water supply facilities and disaster prevention groundwater wells have been integrated into the water supply system. Corrugated stainless steel pipes have now been standardized for all water supply pipelines, ductile cast iron pipes are also now standard for all water distribution pipes to increase the overall seismic resistance of the pipeline network and ensure a stable water supply.

Refine quality service

1. Refine the Smart Customer Service System

Our department's smart customer service system was launched on July 1, 2019. The first phase is mainly focused on FAQs and has achieved initial results. In 2020, we will continuously promote the second phase, focusing on the three most

Important Administration Results

common application items: "natural person transfer", "automated tic counter", and "water bill settlement predictions", to plan out the overall E-services procedure. After installation, users can directly complete their entire application operation with the smart customer service system, without having to resort to calls or counters, greatly improving user convenience and use intention.

2. Continue to promote direct drinking

In order to optimize the management and service of direct drinking, the handling for building guidance project of government-affiliated institutions and schools, along with direct drinking guidance for general buildings, will be continuously promoting direct drinking. We will set up mobile or fixed direct drinking stations in outdoor public areas, and promote an accessible and direct drinking environment to facilitate the demand for convenient drinking water in public venues, resulting in energy conservation and carbon reduction, echoing the vision of a sustainable and accessible city.

3. Promote smart water meter management

Since 2020, the installation of smart water meters has been implemented for all future construction projects. With the water meter flow signal, users can immediately detect abnormal usage or the leakage of water, effectively reducing the amount of water resources wasted. In order to attract mature domestic and foreign technologies and facilitate alliances between different industries and supply chain integration, we have trained a number of high-quality smart water meter supply teams to boost future smart water meter procurement environments, to ensure a great reduction in installation price to achieve the goal of district-wide smart water meter coverage, providing a smart water supply model testing bed for industrial technology testing and integration, to discover better operation models and teams with suitable skill and cost, supporting domestic industrial development and contending for the international market.

4. Promote water conservation

Continue to promote door to door services for household water conservation measures, providing toilet leak detection, install faucet water conservers, adjust water valve opening, water quality inspection and other services. We are working with local magistrates and associations to promote community water conservation events, raising citizen water conservation awareness.

Robust financial structure

1. Reduce costs

Important Administration Results

Continue to promote cost-reduction plans, collect business data, find controllable items, and set various cost-reduction targets. We carefully evaluate large investment plans, refine mechanized operations, and reduce electricity costs. We engage in effective use of technology, improve administrative efficiency and human resources efficiency, and reduce employment costs.

2. Increase income

Diversified development and operation, actively accelerate the activation and utilization of assets, increase subsidiary income. We continue to enhance usage of funds and facilitate logical use of resources.

3. Control financial results

Through a long-term investment plans, establish a robust financial foundation from a mid- to long-term perspective, focus on strengthening your own financial resources, and continue to carry out management work to achieve your annual business performance goals.