

Municipal, Japan

Tokyo: the biggest customer service contract



CUSTOMER SERVICES CONTRACT



CONTRACT SCOPE

Site: Tokyo, Japan
Scope: customer services including
 - meter reading
 - arrears management
 - customer reception

CONTRACT DATA

Duration: last renewed in 2015 (5 years), started since 1984

ACTIVITY SECTOR

Municipal

EXPERTISE

- Customer services

The challenge

Tokyo is one of the most densely populated cities in the world and meter reading activities in such area require a well-rehearsed organization with large human resources. However, the water network efficiency is one of the highest in the world, with revenue ratio close to 100%.

Tokyo Metropolitan Government put to tender 4 wards (among a total of 23) in October 2014: it aimed to deal with an additional 1.4 million households but improve already excellent customer services. Veolia Jenets which has been serving 5 wards since 1984 proposed the most convincing offer and was awarded.

Veolia's solution

- Veolia hired and trained 180 meter reading staff in the record time of 6 months through practical courses and On-the Job Training (OJT).
- Veolia Jenets changed the means of transportation of meter-reading staff from motor bicycle to electric bicycles in consideration of the mobility and the constraints of urban areas, as well as a concern for the environment. This increased the number of options for parking spaces and improved the efficiency of meter reading in high density areas.

2.3 million
inhabitants
served

Highest bill
collection ratio
among the
competitors

Eco-friendly
mobility



The benefits for our client

•The contract sets a key performance indicator in arrears collection ratio, and the company has received incentive bonuses because of its excellent performance: Veolia Jenets always had the highest collection ratio among the three contractors commissioned by Tokyo metropolitan government (as of 2016). This ensures **the best service and increased revenues** for the City.

•The company employees are trained and receive instructions on how to deal with the specificities of the growing population of elderly customers.



PLANET
REGION & CITIE

- Eco-friendly mobility



WOMEN & MEN

- training 180 meter reading staff



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Update: 2017

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Created by:
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MUNICIPAL OFFER



INCLUSIVE