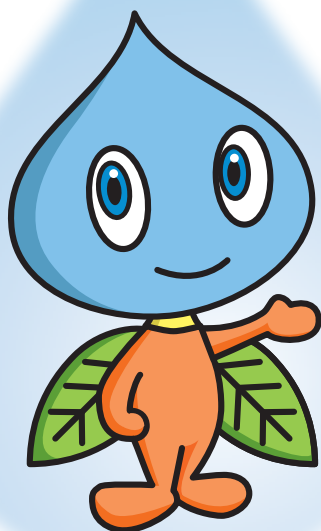


Water and Sewage in Day-to-Day Life



[Watarn]

Pi-chan Po-chan
Guidebook

Final
Edition



[Kappy]



川崎市

Kawasaki City Waterworks Bureau

Water and Sewage in Day-to-Day Life

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1. Using waterworks and sewage services

Water supply is based on the Kawasaki City Waterworks Regulations, and sewage is based on the Kawasaki City Sewage Regulations. Please be aware of the following before using the services.

- Waterworks and sewage charges are calculated every other month (every month for "monthly meter reading") based on the water meter reading, and are to be paid every other month (every month for "monthly meter reading").
- If you start or stop using the service in the middle of a month, charges will be calculated based on the number of months.
- If the amount of water used is unknown due to a water meter malfunction, etc., the charge will be calculated based on an estimated value.
- If the water bill is not paid within the specified deadline, the water supply may be cut off.
- In unavoidable circumstances such as a disaster, water supply may be terminated or consumption may be restricted.
- If you use waterworks and sewage services without permission, you may be subject to a fine under Article 36 of the Kawasaki City Waterworks Regulations, and Article 36 of the Kawasaki City Sewage Regulations.

2. Please notify us in the event of the following:

Please contact **the Waterworks and Sewage Customer Center (contractor company handling reception services: 044-200-3548)** in the following cases:

When contacting us, please give us the waterworks customer number that appears on the "Water Consumption/Supply Notification" that you receive when your meter is read.

If you wish to stop using the water supply, please contact us at least **4 to 5 days in advance.**

■ When using the waterworks and sewage system [Water Consumption Notifications]

When you wish to use the waterworks or sewage system, please fill out the "Water Consumption Notification" with the name of the person who will be using the water service, the starting date of use, etc., and send it to us in the enclosed return envelope.

If you are paying by invoice statement and would like the payment to be sent to a location other than the place of use, please fill in the delivery address in the designated field.

*If no water comes out, please check the stop valve on the water meter.



■ When terminating use of the waterworks and sewage system [Suspension/Cancellation Notifications]

- When moving house
- When you want to temporarily stop water use due to home renovations, or when you will be away for an extended period of time, etc.
- When water supply is discontinued due to house demolition, etc.

*If you are clearing the land, we will come to collect the water meter.

■ You can also apply for start/suspension on the website.



■ When there are other changes [Notification of Changes]

- When the user's name or ownership changes
- When you want to change the payment statement delivery address, etc.
- When the residence is shared (when the number of households changes in an apartment or other facility that uses a shared water meter)



3. Waterworks and sewage service billing

■ Payment by direct debit

- This is a method in which payments are made automatically from your deposit account.
- If you are relocating within the city, you can continue to use your previous debit account.
- 11th of the month following the meter reading (or the next business day if the 11th falls on a Saturday, Sunday or public holiday).

*If the transfer is not possible due to insufficient funds in the account, the transfer will be attempted again on the 28th (If the payment falls on a Saturday, Sunday, or public holiday, the transfer will be attempted again on the next business day). (However, there may be some cases where you cannot transfer the amount again).

- If you are applying when you start using water, please fill in the necessary information on the enclosed "Bank Transfer Request Form", stamp it with the bankbook registration seal, and then send it together with the "Water Consumption Notification" in the return envelope.

*If you send it using the enclosed return envelope, the Waterworks Bureau will notify the financial institution on your behalf. Please note that it will take several days to complete the procedure.

*If you have a seal-less account, please check with the financial institution whether a seal is required.

- You can apply by using the "Waterworks and Sewage Charge Online Direct Debit Service" on the website.
- Limited to financial institutions with head offices or branches in Kawasaki City (for details, please check with your financial institution). You can also apply at the counter of your financial institution. Please bring your bankbook, personal seal, and something that shows your waterworks customer number (such as a water consumption notification/payment statement).
- If you are relocating within the city, you may continue to use your previous bank account after moving. If you wish to continue using your previous bank account, please fill in the necessary information in the "Continuation of Bank Transfer" section of the "Waterworks Consumption Notification" that we sent you or enclosed, and send it to us.

*Please note

- Do not close any ongoing deposit accounts.
- The user name must be the same as before the move.
- To find the waterworks customer number and user name before you moved, please refer to your Waterworks Consumption Notification/Payment Statement.

■ Payment by credit card (limited to payment via the Kawasaki Waterworks and Sewage app.).

- This is a method in which payment is debited automatically from your credit card.
- Limited to payments made via the Kawasaki Waterworks and Sewage app.
 *To pay by credit card, you will need a device that can access the Internet (PC, smartphone, tablet, etc.).
 *Download the Kawasaki Waterworks and Sewage app, register your waterworks customer number, and then go to "Menu > Application > Credit Card Payment" to complete the process.
- The Kawasaki Waterworks and Sewage app allows you to check your water consumption, waterworks service charges, etc., and make payments at any time on your smartphone or computer.



To download the Kawasaki Waterworks app and register, please use this QR code.

■ Payment by payment slip

When your water meter is read, you will receive a "Water Consumption Notification/Payment Statement" and a "Waterworks Service Charge Payment and Receipt Slip" (a payment slip with a barcode). Please pay at **the counter (financial institution, convenience store, etc.) or via a mobile payment app** indicated on the back of the envelope by the due date. If you have any questions, please contact the Waterworks and Sewage Customer Center (please contact the contractor company handling reception services).

*If you have registered for the Kawasaki Waterworks and Sewage app, you will no longer receive payment slips.

*A payment screen with a barcode will be displayed on the Kawasaki Waterworks and Sewage app, so please pay at a convenience store (other than Lawson, etc.), or via a mobile payment app.

■ Payment of sewage charges

- Customers who use sewage services pay sewage charges together with their waterworks service charges.
- If you are using well water (groundwater) and you discharge your wastewater into the public sewer system, you will be required to pay sewage charges, so you will need to submit a Public Sewage Service Request Form.
- We conduct on-site surveys to confirm whether or not there is a connection to public sewage systems.
- If your home is not connected to public sewage systems, you will not be subject to sewage charges. In that case, please contact the Business and Service Management Section.

4. Exemptions and reductions of waterworks and sewage charges

If you are a waterworks and sewage user or a family member living with you falls under any of the following categories, there is a system in place that allows you to apply for a partial exemption or reduction of waterworks and sewage charges.

Waterworks charges / Sewage charges

- **Physically disabled persons:** Those who have been issued a Physical Disability Certificate, and have a Level 1 or 2 disability.
- **Intellectually disabled persons:** Those whose IQ is determined to be 35 or less by a child consultation center, or a rehabilitation consultation center for the intellectually disabled.
- **Mental disability:** Those who have been issued a Mental Disability Certificate, and have a Level 1 disability.
- **Persons with multiple disabilities:** Those who fall under two or more of the following ① to ③
 - ① Those who have been issued a Physical Disability Certificate, and have a Level 3 disability.
 - ② Those whose IQ has been determined to be 50 or less by a child consultation center, or a rehabilitation consultation center for the intellectually disabled.
 - ③ Those who have been issued a Mental Disability Certificate, and have a Level 2 disability.
- **Elderly individuals in need of nursing care:** Persons aged 65 or older who live at home, and have been certified as requiring nursing care at Level 4 or 5.

Your ward		Coordinator for persons with disabilities	Coordinator for persons with mental disabilities	Coordinator for seniors
Kawasaki Ward	Kawasaki area	044 - 201 - 3215	044 - 201 - 3213	044 - 201 - 3080
	Daishi area	044 - 271 - 0162	-	044 - 271 - 0157
	Tajima area	044 - 322 - 1984	-	044 - 322 - 1986
Saiwai Ward		044 - 556 - 6654	044 - 556 - 6695	044 - 556 - 6619
Nakahara Ward		044 - 744 - 3382	044 - 744 - 3297	044 - 744 - 3217
Takatsu Ward		044 - 861 - 3252	044 - 861 - 3309	044 - 861 - 3255
Miyamae Ward		044 - 856 - 3304	044 - 856 - 3262	044 - 856 - 3242
Tama Ward		044 - 935 - 3323	044 - 935 - 3324	044 - 935 - 3266
Asao Ward		044 - 965 - 5159	044 - 965 - 5259	044 - 965 - 5148

*For details on application procedures, please contact the Regional Support Center or District Health and Welfare Station at your local ward office. Please note that applications for exemptions and reductions are made for each place where water is used, so even if you relocate within Kawasaki City, you will need to re-apply.

Sewage charges

- **Facility exemption:** This is a system in which part of the sewage charges can be exempted or reduced if the facility is a social welfare facility or medical institution, and applies for it.

*For more information about facility exemptions, please contact the Business and Service Management Section of vice Promotions Department of the Waterworks and Sewage Bureau.



How to read the "Water Consumption Notification/Payment Statement"

使用水量のお知らせ兼納入通知書				① 水道番号 12345678	
水道 太郎 様 川崎区宮本町1番地				※ このお知らせで集金員が料金を徴収することはありません。また、金融機関やコンビニエンスストアでお支払いすることはできません。	
③ 今回検針日	令和○年○月○日	種別	一般	戸数	1
使用区分	上下併用	④ 取納方法	口座割		
今回指針	1,547	引上指針			
前回指針	1,507	前回指針			
差引水量 ⁽¹⁾	40 m ³	取替までの水量 ⁽²⁾	m ³		
合計水量	m ³	<取替時のメーター水量>			
⑤ 使用水量 40 m ³					
⑥ 前年同期使用水量 37 m ³					
⑧ 次回の検針予定日は 令和○年○月○日 です。					
収入	1234567890	科目	1234567890		
⑦ クレジットカード納付用番号					
② 納付番号	12345678901				
確認番号	12345678901				
検針業務受託会社 ○○○○○○○ ○○営業所 TEL 123-456-7890					
受付業務受託会社 上下水道お客さまセンター 料金問合せ TEL 123-456-7890 修繕問合せ TEL 123-456-7890					
123456-123-1234567					
水道料金等のお知らせ					
令和○年○月分 令和○年○月○日 ~ 令和○年○月○日					
水道料金 4,642 円 うち消費税等相当額(税率 10%) 422 円					
下水道使用料 4,312 円 うち消費税等相当額(税率 10%) 392 円					
⑦ 合計金額 8,954 円 うち消費税等相当額(税率 10%) 814 円					
納期限 令和○年○月○日					
※納期限を過ぎてお支払いされた場合、遅延損害金等が発生する場合があります。					
発行日 令和○年○月○日 川崎市上下水道事業管理者 印					
水道事業登録番号 T6800020000967 下水道事業登録番号 T7800020000966					
上下水道局からのお知らせ					
⑨ 口座振替済みのお知らせ (前回分)					
水道 太郎 様					
水道番号 12345678					
振替年月日 令和○年○月○日					
金融機関・支店コード	預金種別	口座番号			
**** *	普通	*****			
令和○年○月分 令和○年○月○日 ~ 令和○年○月○日					
使用水量 34 m ³					
水道料金 3,724 円 うち消費税等相当額 338 円					
下水道使用料 3,467 円 うち消費税等相当額 315 円					
合計金額 7,191 円 うち消費税等相当額 653 円					
上記金額を、御指定の口座より振替させていただきます。					
川崎市上下水道局					

*This is to inform you of the amount and charge for water, and is not a payment slip.

*Once you register for the app, statements will be displayed on the app, and paper copies will no longer be distributed.

- ① **Waterworks number:** This number is assigned to each water supply facility location so that we can respond quickly to your inquiries. Please give it to us when you contact us.
- ② **Credit card payment number:** This will be used to confirm your credit card payment registration.
- ③ **Meter reading date:** This is the date that the meter reader checked your meter.
- ④ **Payment method:** This displays your current payment method.
- ⑤ **Water consumption:** This is the amount of water used this time.
- ⑥ **Water consumption in the same period last year:** You can check how you are using the water supply by comparing the amount of water used this time with the same period last year.
- ⑦ **Total amount:** Charges are based on the amount of water used.
- ⑧ **Next scheduled meter reading date:** Date when the next meter reading is scheduled.
- ⑨ **Notifications:** This contains notifications of previous waterworks service charges and other charges which were debited from your account, as well as information for customers.

6. Please help us to obtain an accurate meter reading

- Do not place any objects on top of the meter box.
- Please keep dogs on a leash away from entrances and the meter box.
- Please keep the inside of the meter box clean at all times.

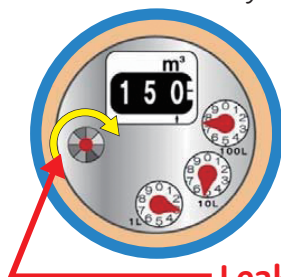


7. Detection of leaks

If your water consumption is much higher than usual, you may have a leak. There are some easy ways to check for leaks:

How to check

When you use water, the **leak indicator** on the water meter will spin. If the leak indicator is spinning when all faucets are closed and no water is being used (such as for the toilet), there may be a leak somewhere between the meter and the faucet.



Leak indicator

*Some meters do not have a leak indicator.

8. What to do if you have water issues

Scope of leak repairs performed by the Waterworks Bureau

In principle, water leaks on roads are repaired by the Waterworks Bureau. Water leaks on the premises may be repaired free of charge within the scope of the Waterworks Bureau's repair service depending on the location of the leak. The decision will depend on whether or not the problem can be repaired free of charge.

For details, please contact the Waterworks and Sewage Customer Center (contractor company handling reception services), or check the website of the Waterworks Bureau.

Waterworks and Sewage Customer Center
(contractor company handling reception services)
*Open 24 hours a day, 365 days a year

Toll free number

 **0120 - 014 - 734**

■ Water leak investigation

When a leak occurs in an underground water pipe, it may not be clear whether the leak is within the scope of what the Waterworks Bureau can repair free of charge. Please contact the Waterworks Bureau's Customer Center (contractor company handling reception services). A provider contracted by the Waterworks Bureau will visit your home to investigate.

■ Waterworks Bureau service area (Application for free repair)

Please contact the Waterworks Bureau's Customer Center (contractor company handling reception services). A provider contracted by the Bureau of Waterworks will visit your home. Please also take note of the following points.

- Restoration within residential areas will only be done with concrete (up to 5 cm) or asphalt (up to 5 cm). Please note that we will not restore high-quality tiles, and the Waterworks Bureau will not be held responsible for any damage to plants, etc., due to excavations.
- If the customer directly requests a designated water supply equipment construction company to repair the part of the problem that falls within the Waterworks Bureau's service area (free repairs), the customer will be responsible for the cost.
- Even if a leak occurs and falls within the scope of the free leak repairs that the Waterworks Bureau would perform, there are cases in which the Bureau is unable to repair the leak. In such cases, you must request repairs **(for a fee)** from a designated water supply equipment construction company.






- (1) When there are obstacles (garden stones, plants, gates, etc.), and it is deemed difficult to carry out repairs.
- (2) When it is deemed difficult to carry out repairs due to walls, waterways, etc.
- (3) When the user or owner of the water supply equipment intentionally damages it.
- (4) When the problem is due to gross negligence on the part of the user or owner of the water supply equipment.
- (5) When damage occurs during construction of water supply equipment or other work (damage during construction).

■ About repairs outside the Waterworks Bureau's coverage area, etc., at the customer's expense

The Waterworks and Sewage Customer Center (the contractor company handling reception services) will introduce you to a designated water supply equipment construction company. You can also check their website, so be sure to get a quote and request repairs. If you live in an apartment or condominium, contact the janitor or owner.

Water supply equipment (water supply pipes, faucets, etc.) are the customer's property. Maintenance is the responsibility of the customer or owner.

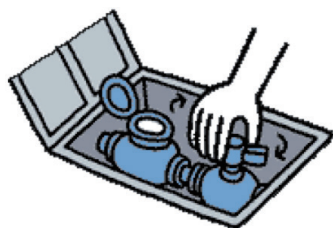
■ Typical items not covered by the Waterworks Bureau's service (free repairs)

	Fault location	Where to request repairs
Faucets		<u>Designated water supply equipment construction company</u>
Flush toilets		In addition, if the problem is with a special part or specialized equipment, which is different from a normal water supply failure, please contact the manufacturer or maintenance company.
Hot-water heaters		
Solar hot-water heaters		Equipment manufacturer dealer
Water supply equipment beyond the water tank of an apartment or building		Please contact the janitor or owner.

■ Emergency measures (when there is a leak somewhere between the water meter and the faucet)

If you want to temporarily stop water leaks from the water meter to the faucet, turn the handle of the meter stop valve inside the meter box to the "Close" position. Turning the meter stop valve will stop all water in your house. Please check to make sure the water leak has stopped.

To repair a leak between the water meter and the faucet, please contact the nearest designated water supply equipment construction company (a fee will be charged).



9. What to do if you have sewage issues

If the drain is clogged

In the case of residential land (drainage system)

Each household handles their own repairs and maintenance. For problems, contact a provider that services drainage pipes.

If you do not know where to contact, consult with the Kawasaki City Plumbing, Heating, and Air-Conditioning Contractors Association, (Tel: 0120-320-419). The Association will introduce you to a nearby provider.



In the case of public roads (public sewage)

Public sewer systems are managed by the city.

Contact the sewer maintenance office in your area.



Try this if:

If the drain in the kitchen or bathroom is clogged

- Is there any garbage around the drain?
- Fill the sink with water, and using a rubber cup (suction cup), pull up on the drain forcefully several times.



If there is an offensive odor coming from the drain

- There is a drain trap directly under the drain in the kitchen sink or washbowl. Run the water to see if the trap retains some.



If the situation does not improve by trying the above, contact a designated provider.

10. Conserving the sewage system

Let's use toilet paper



Garbage such as gum, cigarettes, newspapers, and disposable diapers can cause toilets to clog.

Do not flush medications



Petroleum products such as gasoline and chemicals can not only damage sewer pipes, but can also cause explosions and fires.

Do not flush cooking oil down the drain



It cools and hardens inside the sewer pipes, causing the pipes to become clogged and preventing sewage from flowing properly.

Do not flush kitchen garbage



Flushing left-over food and vegetable scraps down the drain can cause blockages in your household drains and sewer pipes.

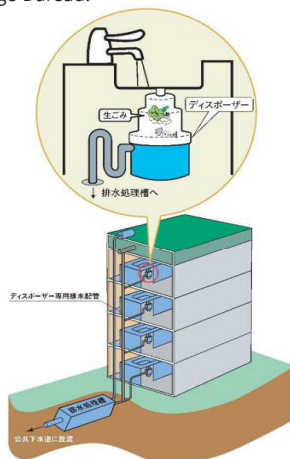
Do not throw garbage into roadside gutters or manholes.



If you throw garbage into roadside drains, it may clog sewer pipes and cause rainwater to overflow onto the road. Also, garbage can be washed away into the sea or rivers when it rains.

About garbage disposal units

A garbage disposal unit is a device that breaks down kitchen waste into small pieces and flushes it into the sewer along with water, but it can cause clogged sewer pipes and foul odors (disposal units alone are insufficient). When planning installation of a garbage disposal unit wastewater treatment system, please consult the relevant sewer (management) office of the Waterworks and Sewage Bureau.



11.

For inquiries about the waterworks

■ When making an inquiry, don't forget to mention your waterworks customer number!

If you have any inquiries about charges or if you are relocating, please let us know the waterworks customer number that is listed on your receipt or the "Water Consumption Notification/Payment Slip" given to you when the meter is read.

■ Contact Information

○ Relocation, fees and other inquiries

Waterworks and Sewage Customer Center (contractor company handling reception services), Kawasaki City

Tel : 044-200-3548 FAX : 044-200-0041

Email : kawasaki@jougesui.jp

*8:30 am to 8:00 pm (open all year round)

○ Inquiries about repairs

Waterworks and Sewage Customer Center (contractor company handling reception services), Kawasaki City

Tel: ☎ 0120-014-734 FAX: 044-200-0041

* 24 hours (open all year round)

○ Inquiries about water supply equipment

Nambu Service Center (Kawasaki Ward, Saiwai Ward, Nakahara Ward)

Tel: 044-544-5433 FAX: 044-544-3707

*Weekdays from 8:30 am to 5:00 pm, closed on Saturdays, Sundays and public holidays

Chubu Service Center (Takatsu Ward and Miyamae Ward)

Tel: 044-855-3232 FAX: 044-855-3242

*Weekdays from 8:30 am to 5:00 pm, closed on Saturdays, Sundays and public holidays

Hokubu Service Center (Tama Ward and Asao Ward)

Tel: 044-951-0303 FAX: 044-951-0677

*Weekdays from 8:30 am to 5:00 pm, closed on Saturdays, Sundays and public holidays



12. Inquiries about sewage

Inquiry details	Department in charge	Telephone number
● Sewage usage charge	Business and Service Management Section, Service Promotion Department, Waterworks and Sewerage Bureau	(200)2872
● Subsidy and loan mediation system for converting to flush toilets ● About the water supply dispute mediation system	Sewerage Management Section, Sewerage Department, Waterworks and Sewerage Bureau	(200)2922
● Faults somewhere between the connection manhole and the sewer mains	Nambu Sewerage Office (Kawasaki Ward/Saiwai Ward)	(344)4866
● Private road measures, installation of drainage facilities	Chubu Sewerage Office (Nakahara Ward and Takatsu Ward)	(751)2966
● Things to note about sewer pipe works	Seibu Sewerage Management Office (Miyamae Ward)	(852)5131
● About discharge of construction water	Hokubu Sewerage Management Office (Tama Ward and Asao Ward)	(954)0208
● Notification of construction and industrial wastewater, exclusion standards, etc.	Sewerage Water Quality Section, Sewerage Department, Waterworks and Sewage Bureau	(200)2878
● When road gutters and rainwater manholes on the road are clogged	Maintenance Service Division, Roads and Parks Center, Kawasaki Ward Office	(244)3206
	Maintenance Service Division, Roads and Parks Center, Saiwai Ward Office	(544)5500
	Maintenance Service Division, Roads and Parks Center, Nakahara Ward Office	(788)2311
	Maintenance Service Division, Roads and Parks Center, Takatsu Ward Office	(833)1221
	Maintenance Service Division, Roads and Parks Center, Miyamae Ward Office	(877)1661
	Maintenance Service Division, Roads and Parks Center, Tama Ward Office	(946)0044
	Maintenance Service Division, Roads and Parks Center, Asao Ward Office	(954)0505
● Flush toilets and drain pipe failures on the premises	The designated construction company that installed the drainage system, or the Kawasaki City Plumbing, Heating, and Air-Conditioning Contractors Association	(Kawasaki City Plumbing, Heating, and Air-Conditioning Contractors Association) ☎0120(320)419



13. Caution!!

■ There have been many incidents of people posing as Waterworks Bureau employees.

- We do not conduct water quality surveys or leak investigations without requests from customers.
- We do not charge any fees for meter replacement/inspection, water quality tests, or leak detection.
- We do not sell any water purifiers or other such products.
- There have been cases where people have tried to extract personal information under the guise of conducting surveys related to construction work.

■ Be careful when signing a contract for drain cleaning!

- There are companies that will visit customers' homes and recommend inspecting and cleaning the drain pipes within the property.
- There have been cases of people being tricked into signing contracts for unnecessary cleaning work by persons pretending to have received requests from the Waterworks Bureau, and then being charged high fees.

■ The Waterworks Bureau's website lists the uniforms of contractors.

Kawasaki City Waterworks Bureau website

Kawasaki City Waterworks Bureau uniforms

Search

■ Inquiries about Kawasaki City Municipal Authority

Kawasaki City General Contact Center, "Thank you Call Kawasaki"

8:00 am - 9:00 pm (Open all year round)

Tel: 044-200-3939

FAX: 044-200-3900

Thank you Call Kawasaki

Search