

Water Supply in Your Daily Life

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Pitchan Potchan
Guidebook

Special
Edition



[Wa-tan]



[Kappi]

Sewers in Your Daily Life

- 1 The Role of the Sewer System
- 2 When There Is a Problem
- 3 Be Kind to the Sewer System

Contact Us

- 1 Contact Us About the Sewer System
- 2 Contact Us About the Water Supply

 Kawasaki City Waterworks Bureau

Water Supply in Your Daily Life

Using Water

Water use is based on the “Kawasaki City Waterworks Ordinance”. Please note the following before using water.

- Water charges are calculated based on the meter readings taken every 2 months (every month in case of “monthly meter reading”) and payment is to be made every 2 months (every month in case of “monthly meter reading”).
- When you start or stop using water during the middle of the month, the charge is calculated based on the number of months.
- When the amount of water used is unknown because the meter is damaged, etc., an estimate charge is calculated.
- If payment is not made within a certain period, your water supply may be stopped.
- In case of a disaster or an unavoidable situation, the water supply may be stopped and its use limited.
- Based on Article 36 of the Kawasaki City Waterworks Ordinance, you may have to pay a fine if you use water without consent.



2 Notify Us



You must notify the **Waterworks Customer Service Center** in the following situations. When notifying us, let us know the water supply number listed on the “Water Service Statement” handed to you when the meter is read. Always contact us 4 to 5 days before you want to cancel the water connection.

■ When you start using water [Water connection application form]

- When moving home
- When building a new house or renovating

When you want to use water, fill in the details such as your name and connection start date in the “Water connection application form” and then send the form in the enclosed return envelope.

If you wish us to send the payment notice to an address other than where the water is used, fill in the billing address in the designated section of the form.

■ Canceling the water connection [Suspension/cancellation notification form]

- When moving home
- When you want to temporarily stop the water connection due to house renovation or long-term absence
- When removing the water connection due to the house being demolished, etc.

*We will remove the water meter if the land will be a vacant site.

■ You can apply to start/cancel the water connection online

*Account transfer applications cannot be done online.



■ For any other changes [Change notification form]

- When the contractor’s name or the owner changes
- When you want to change the billing address
- When the number of households changes for apartments in an apartment building (where the water meter is shared)



Paying Water and Sewage Charges

■ Payment by account transfer

- Pay automatically from your bank account.
- A convenient way to pay and save time.
- When moving residence within the city, you can continue using the same transfer account to pay.
- Payment is transferred on the 11th of the month following the month of the meter reading (or the next working day if the 11th lies on a Saturday, Sunday or holiday).

*If payment cannot be transferred due to insufficient funds, it will be transferred again on the 28th (or the next working day if the 28th lies on a Saturday, Sunday or holiday). (Note that it may not be possible to transfer again for some customers).

Application is easy.

Apply for this convenient account transfer when also applying for water connection!

□ How to apply

- When applying at the time of starting water connection, fill in the required sections of the enclosed “Bank transfer request form”, stamp the form with your bankbook seal and then send it together with the “Water connection application form” in the return envelope.

*When you send it in the enclosed return envelope, the Waterworks Bureau will deliver it to the banking facility for you. Note that it will take a number of days to complete the process.

- You can also apply at the banking facility (restricted to banking facilities with a head office or branch office located in the city. Please check with your banking facility for details.) Take along your bankbook, personal seal and an item that shows your water supply number (such as the Water Service Statement).
- When only moving residence within the city, you can use the same transfer account after moving. To continue using the same transfer account, either contact us or fill in the section required to continue the account transfer in the enclosed “Water connection application form” and send it to us.

*Important

- Please do not close the bank account used to continue payment.
- Use the same customer name as the name used before moving.
- The Water Service Statement lists the water supply number and customer name used before moving.

■ Payment using the payment notice

We will deliver a “Water charge bill notice” when the meter is read. Please take the enclosed payment notice and pay the amount shown at any of the locations listed on the back of the envelope before the due date. If you have any questions, please contact the Waterworks Customer Service Center.

■ Payment by credit card

- Pay using your credit card.
- A convenient way to pay and save time.
- When moving residence within the city, you can continue using the same credit card to pay.

*You can pay by credit card if you can access the Internet using a computer, tablet or smartphone.

Note that this is limited to payment notices with a “credit payment number”.

*Application is not possible by cell phone (feature phone).

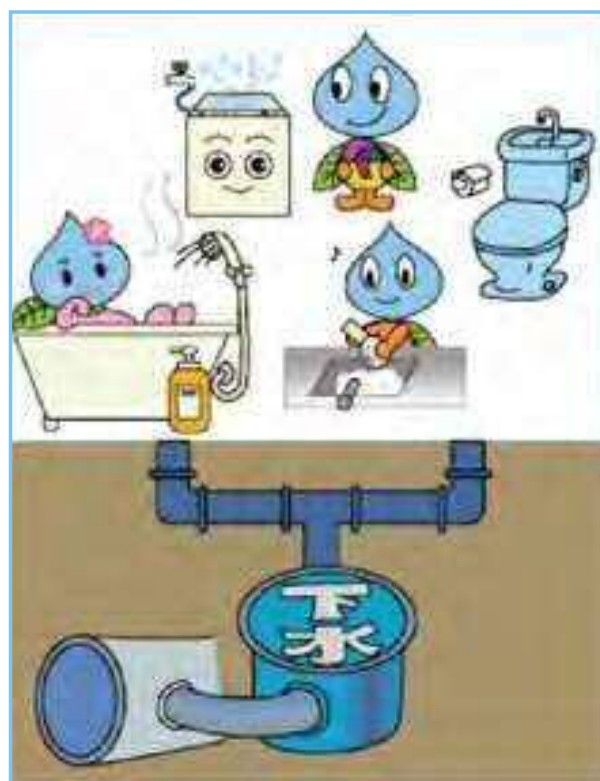
■ Paying sewage charges

Customers who use the sewer system pay sewage charges together with water charges. We conduct on-site surveys to check whether you are connected to the public sewer system.

If you are not connected to the public sewer system, you will be exempt from paying sewage charges. If you have any questions, please contact us below.

If you are not connected to the public sewer system, you will be exempt from paying sewage charges. If you have any questions, please contact us below.

Sewage Charges Staff
044-200-2872





4 Exemption of Water and Sewage Charges

If the water supply customer or a family member corresponds to any of the following, the system allows them to be exempt from part of the water and sewage charges subject to application.

- Physically disabled A person with a physical disability certificate who has a grade 1 or 2 disability.
- Intellectually disabled A person with an IQ below 35 as determined by a child guidance center or a rehabilitation counseling center for the mentally handicapped.
- Individual with multiple disabilities A person with a physical disability certificate who has a grade 3 disability and has an IQ below 50 as determined by a child guidance center or a rehabilitation counseling center for the mentally handicapped.
- Elderly requiring care A person over 65 years old living at home who is authorized to receive nursing care grade 4 or 5 based on the Certification of Needed Long-Term Care.

Please contact the Health and Welfare Center in your ward or the District Health and Welfare Station for details on the application procedure.

*An exemption application must be made for each location where water is used. Note that you must apply again even if only moving home within Kawasaki City.

Your ward		Person in charge of disability	Person in charge of elderly
Kawasaki ward	Kawasaki district	044-201-3215	044-201-3080
	Daishi district	044-271-0162	044-271-0157
	Tajima district	044-322-1984	044-322-1986
Saiwai ward		044-556-6654	044-556-6619
Nakahara ward		044-744-3265	044-744-3217
Takatsu ward		044-861-3252	044-861-3255
Miyamae ward		044-856-3304	044-856-3242
Tama ward		044-935-3302	044-935-3266
Asao ward		044-965-5159	044-965-5148



Reading the “Water Service Statement”

使用水量のお知らせ (隔月制)

水道 太郎 様
川崎区宮本町 1 番地

① 水道番号 1 2 3 4 5 6 7 8

クレジットカード納付用番号

納付番号 ⑩ 12345678001

確認番号 12345678901

② 水道料金等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	平成26年6月11日	
使用月分	平成26年4・5月分	
金融機関・支店コード	預種	口座番号
*****-*****-*****		
使用水量	34 m ³	
水道料金	3,450 円	
内消費税等相当額	164 円	
下水道使用料	3,309 円	
内消費税等相当額	157 円	
合計金額	6,759 円	
内消費税等相当額	321 円	

上記の金額をご指定の口座から振替させていただきます。

川崎市上下水道事業管理者

③ 検針年月日 平成26年7月7日 種別 一般 使用戸数 1 下水 ④ 収納方法 口座

今回指針 (観)	1547	(子)	引上指針		
前回指針	1507		前回指針		
差引水量 (1)	40 m ³	(2) m ³	取替までの水量 (3)	m ³	(4) m ³
(1)+(2)+(3)+(4)	合計水量 m ³				

<取替前のメータ水量等>
水道料金等のお知らせ

平成26年6・7月分 (5月7日～7月7日)	
水道料金	4,449 円
内消費税等相当額	329 円
下水道使用料	4,233 円
内消費税等相当額	313 円
⑦ 合計金額	8,682 円
内消費税等相当額	642 円

⑧ 今回の料金の振替日(納期限)は8月11日です。

⑤ 使用水量 40 m³

⑥ 前年同期使用水量 37 m³

発行
平成26年7月7日
川崎市上下水道事業管理者

⑨ 次の検針予定日は平成26年9月8日です

- ① Water supply number This number determines each water supply equipment location allowing us to quickly respond to customer inquiries. Tell us this number when contacting us.
- ② Statement Shows a statement of account transferred water charges and lists guidance for customers.
- ③ Meter reading date Date when the inspector checked the customer’s meter.
- ④ Payment method Shows the customer’s current payment method.
- ⑤ Amount of used water Amount of water used this time.
- ⑥ Amount of water used in the same period last year Allows you to check how you are using water by comparing the amount of water used this time and in the same period last year.
- ⑦ Total amount Charge for amount of water used this time.
- ⑧ About this charge Lists the account transfer date for customer who pay by account transfer and the settlement date for customer who pay by credit card.
- ⑨ Next scheduled This is the next scheduled meter reading date.
- ⑩ Credit card Used when paying by credit card.
payment number



Be Careful of Malicious Door-to-Door Sales!!

Incidents of individuals pretending to be a member of the Waterworks Bureau occur frequently.

- We only survey water quality when requested to do so by the customer.
- You will not be charged for meter replacement/inspection, leak surveys or water quality surveys.
- We never sell water purification systems.

■ **View work clothes worn by Waterworks Bureau contractors on our homepage.**

Kawasaki City Waterworks Bureau homepage

Please Cooperate to Allow Correct and Smooth Meter Readings

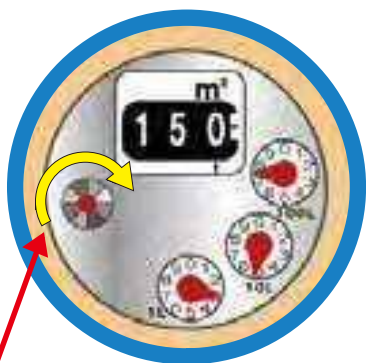
- Do not place items on top of the meter box.
- Tie up your dog far from the meter box and entrance to your premises.
- Always keep the inside of the meter box clean.





8 Discovering a Water Leak

When the amount of water used has increased by a significant amount compared to normal, it is possible there is a water leak. You can easily check for water leaks using the method below.



■ How to check

When using water, the water meter pilot rotates.

If the pilot is rotating when you are not using water (all faucets are turned off and no toilets are flushed), it is possible there is a leak between the meter and faucets.

Pilot Spins around when water is used.

*Some meters do not have a pilot.



9 When the Water Supply Fails

■ Water leak repairs performed by the Waterworks Bureau

In principle, water leaks on the road are repaired by the Waterworks Bureau but water leaks inside residential areas are divided into whether they are within the Waterworks Bureau work area (free repair) or not based on the water leak position.

Please check the Waterworks Bureau homepage or contact the Waterworks Customer Service Center for details.

Waterworks Customer
Service Center
(available 24/7)

Toll-free



0120-014-734

■ Water leak surveys

Please contact the Waterworks Customer Service Center when you do not know if the water leak position is in the Waterworks Bureau work area (to receive free repairs) because the leak has occurred in a water pipe buried underground. A contractor from the Waterworks Bureau will visit to perform the survey.

■ Applying for free repairs in the Waterworks Bureau work area

Contact the Waterworks Customer Service Center. A contractor from the Waterworks Bureau will contact you. Please also note the following.

- If the customer directly requests a designated water supply equipment installation company to perform repairs on a Waterworks Bureau work area (for free repairs), the customer will bear the cost.
- Restoration work in residential areas is only performed with concrete (within 5 cm) or asphalt (within 5 cm). High-grade tiles or similar will not be replaced. Please understand that the Waterworks Bureau is not responsible for any problems that occur with trees and plants as a result of digging the ground.
- The Waterworks Bureau may not be able to repair water leaks that occur in the area where leak repairs are performed for free. In such a case, the customer should request a designated water supply equipment installation company to perform repairs.
 - (1) When it is deemed difficult to perform repairs due to obstacles (such as garden stones, trees and gates).
 - (2) When it is deemed difficult to perform repairs due to the presence of retaining walls and waterways.
 - (3) When the customer or owner of the water supply equipment deliberately damages it.
 - (4) Due to serious negligence by the customer or owner of the water supply equipment.
 - (5) When damage occurred during water supply equipment installation or other construction work (damage during construction work).



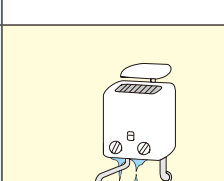
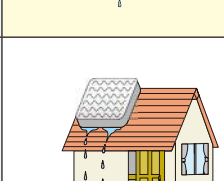
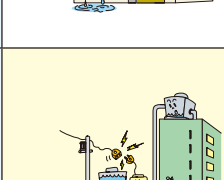
■ Customer responsible repairs outside the Waterworks Bureau work area

The Waterworks Customer Service Center will provide details of designated water supply equipment installation companies. Please request the repairs after asking them for estimates. If you live in a condominium or apartment, please contact the supervisor or owner.



Water supply equipment
(such as water pipes and faucets)
are the property of the customer.
The customer or owner must maintain
the equipment.

■ Typical items not covered by free repairs within the Waterworks Bureau work area

	Location of failure	Who to contact for repairs
Faucet		<u>Designated water supply equipment installation company</u>
Flush toilet		Also, contact the manufacturer and maintenance company if special parts or fixtures are damaged since they are different from standard water supply failure.
Water heater		
Solar water heater		Equipment manufacturer dealer
Water supply equipment from water tanks on buildings and condominiums		Contact the supervisor or owner.

■ How to deal with emergencies (when there is a leak between the water meter and faucet)

When you want to temporarily stop the water leak between the water meter and faucet, turn the meter shut-off valve handle inside the meter box to “Off” . Turning off the meter shut-off valve turns off all water supplied to your home. Check to make sure the water leak has stopped.

Contact your nearest designated water supply equipment installation company to repair the leak between the water meter and faucet (will incur a fee).



Sewers in Your Daily Life



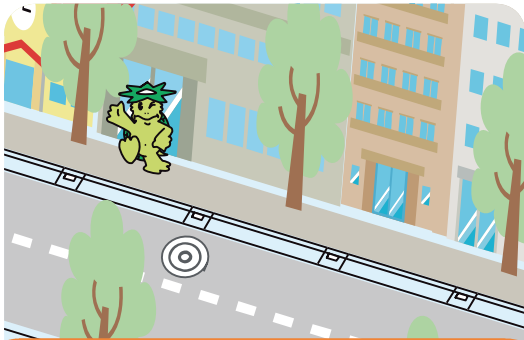
1

The Role of the Sewer System

The sewer system plays an important role in maintaining a comfortable living environment.

Creates clean beautiful cities

Dirty water flows directly into sewer pipes, leaving gutters clean, eliminating sewer ditches and creating clean cities with no bad odor, mosquitoes or flies.



Clean cities

Protects cities from floods

Sewer pipes also remove rainwater. Protects cities from building and road floods even during heavy rainfall.



Secure during rain

Restores rivers and the sea

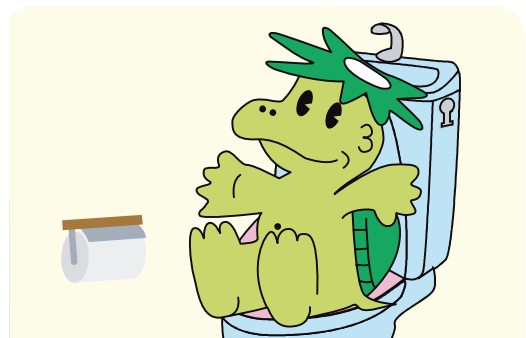
Dirty water from households and factories collected in sewer pipes is cleaned at sewage treatment plants and released into rivers and the sea to protect the natural environment.



Rivers and the sea are restored

You can use flush toilets

You can live clean and comfortably with no bad odors using flush toilets.



Refreshing flush toilets

2

When There Is a Problem

If your drainpipes are blocked

For residential areas (drainage equipment)

Each household must maintain the equipment. Contact a plumbing company that performs work on drainpipes. If you do not know their details, call the Kawasaki City Plumbing, Heating and Air-conditioning Constructors Association (☎0120-320-419) for help. They will provide details of your nearest contractor.



When within public roads (public sewer system)

Managed by the city. Contact the sewer system (management) office in your district. (Contact details are listed on the back cover)



Please try the following

When drainage is blocked in your kitchen or bathroom

- Is there any waste collecting around the drain hole?
- Fill with water and use a plunger to vigorously force water several times through the pipe.



When a bad odor comes from the drain hole

- A trap is located directly under the drain hole in the kitchen or wash basin. Run the water so it collects inside the trap.



If the above methods do not improve the situation, call a designated plumbing company for help.

3

Be Kind to the Sewer System

Use toilet paper



Newspaper, disposable diapers and waste such as chewing gum and cigarettes will block the toilet.

Do not dispose of medicine



Petroleum such as gasoline and medicine not only damage sewer pipes but they may also cause an explosion or fire.

Do not dispose of cooking oil down drains



It will cool down and harden inside the sewer pipes, causing a blockage and preventing sewage from flowing.

Do not dispose of waste down kitchen drains



Disposing food scraps and vegetable waste in the drain hole will cause a blockage in your home's drainpipes and sewer pipes.

Do not throw waste into street gutters or drains



Throwing waste into street drains will block sewer pipes and flood roads with rainwater. It may also cause waste to flow into the sea and rivers when it rains.

Using a waste disposal unit

A waste disposal unit breaks kitchen waste into small pieces and flushes it into sewer pipes together with water. However, it causes blockages and bad odors in sewer pipes. (A waste disposal unit cannot be used by itself). When planning to install a waste disposal unit drainage treatment system, contact your sewer system (management) office at the Waterworks Bureau.

[To customer who use other than tap-water, such as well water (groundwater) or rainwater and discharge it into the public sewer system]

If you use well water (groundwater) at your home, factory, hotel or public bathhouse and drain it into the public sewer system, you will be asked to pay sewage charges. If you have not submitted an application form to use the public sewer system or a general authorization application form, please look at the contact list and call the section in charge.

Contact Us



Contact Us About the Sewer System

Contact list

Details of inquiry	Supervising department	Telephone number
● Sewage service charge	Business and Service Management Section	044 (200) 2872
● Subsidy/loan for switching to a flush toilet	Sewage Management Section	044 (200) 2922
<ul style="list-style-type: none"> ● Failure between a connection chamber and a sewer ● Response to a private road, arrangement of a private sewer ● Notes on sewer work 	[Supervising region]	
	[Kawasaki Ward, Saiwai Ward] Southern Kawasaki Sewerage Office	044 (344) 4866
	[Nakahara Ward, Takatsu Ward] Central Kawasaki Sewerage Office	044 (751) 2966
	[Miyamae Ward] Western Kawasaki Sewerage Management Office	044 (852) 5131
<ul style="list-style-type: none"> ● Treated wastewater quality ● Notification of plant/factory wastewater, discharge standards to sewerage, etc. 	[Tama Ward, Asao Ward] Northern Kawasaki Sewerage Management Office	044 (954) 0208
	Sewage Water Quality Section	044 (200) 2878
● Clogged gutter and storm water inlet of the road	Kawasaki Ward Office Roads and Parks Management Center Development Section	044 (244) 3206
	Saiwai Ward Office Roads and Parks Management Center Development Section	044 (544) 5500
	Nakahara Ward Office Roads and Parks Management Center Development Section	044 (788) 2311
	Takatsu Ward Office Roads and Parks Management Center Development Section	044 (833) 1221
	Miyamae Ward Office Roads and Parks Management Center Development Section	044 (877) 1661
	Tama Ward Office Roads and Parks Management Center Development Section	044 (946) 0044
	Asao Ward Office Roads and Parks Management Center Development Section	044 (954) 0505
● Failure of a flush toilet or drain pipe in housing land	Designated sewer company with installed drainage facilities or Kawasaki plumbing Heating and Air-conditioning Constructor's Association	[Kawasaki Plumbing Heating and Air-conditioning Constructor's Association] ☎ 0120(320)419

Important!

Be careful of suspicious phone calls that ask you for personal information

Be careful because recently there have been cases where callers posing as city employees ask you for personal information while talking about "sewer system construction work surveys". If you believe the call is suspicious, contact the nearest sewer system (management) office or Sewage Charges Staff.

Be cautious about drainpipe cleaning contracts

Recently, there are contractors who visit your home and then suggest you to inspect and clean drainpipes in residential areas. Some of these contractors pretend that they were asked by the city office to perform the inspection and will say the drainpipes are in a bad condition. There are homeowners who fell victim to this after signing a contract for non-essential cleaning and receiving a bill for a large sum of money.

We do not request contractors to inspect and clean sewer pipes in residential areas in the city. If you require sewer pipes in a residential area to be cleaned, compare the work details and cost with another contractor and carefully consider what to do.



Contact Us About the Water Supply

■ Don't forget your customer water supply number when contacting us!

When inquiring about charges or when moving home, tell us your water supply number listed on the "Water Service Statement" handed to you when the meter is read or on a receipt.

■ Contact information

Waterworks Customer Service Center (all areas of Kawasaki City)

○ For inquiries about moving home, charges, and other

TEL : 044-200-3548 FAX : 044-200-0041

*8:30 am to 8 pm (7 days a week)

Email : kawasaki@jouguesui.jp

○ For inquiries about repairs

TEL : 0120-014-734 FAX : 044-200-0041

*Available 24/7

■ For inquiries about water supply equipment

Kawasaki ward, Saiwai ward, Nakahara ward

Southern Service Center

TEL : 044-544-5433 FAX : 044-544-3707

*8:30 am to 5 pm on weekdays, closed on Saturday, Sunday and holidays

Takatsu ward, Miyamae ward

Central Service Center

TEL : 044-855-3232 FAX : 044-855-3242

*8:30 am to 5 pm on weekdays, closed on Saturday, Sunday and holidays

Tama ward, Asao ward

Northern Service Center

TEL : 044-951-0303 FAX : 044-951-0677

*8:30 am to 5 pm on weekdays, closed on Saturday, Sunday and holidays

**Kawasaki City Waterworks
Bureau homepage**

■ For inquiries about Kawasaki City municipal administration

Kawasaki City Contact Center "Thank you call Kawasaki"

8 am to 9 pm (7 days a week)

TEL : 044-200-3939 FAX : 044-200-3900