

# 上下水道ご利用の手引き

## Registration for Use of City Waterworks and Sewerage

In case of moving-in & out, registration of use of waterworks is necessary.

### 引越れんらく帳 Change of address notification



・ Applications for water supply connection or disconnection due to a change of address can be done using the internet

### Web口座振替 Web application service for payment by bank transfer 受付サービス



・ Please use this service after applying for usage of water supply and sewerage. Only available for some financial institutions

(Refer to page 18.)

※When you cannot scan the QR code, please visit the homepage of Kashiwa city. Some application may show PR and advertisement.

To make an application by phone, please contact the Kashiwa City Waterworks and Sewerage Bureau Billing Center

### Kashiwa City Waterworks and Sewerage Bureau Billing Center

☎ 04-7166-2191

### Well and Private water supply Number

☎ 04-7168-1820

Weekdays and Saturdays, 8:30 am -6:15 pm

(Not on Sundays, National holidays and  
Yearend and New year holiday)



Kashiwa City  
Waterworks and  
Sewerage Bureau  
April 2025 issue

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## 1 Water supply device

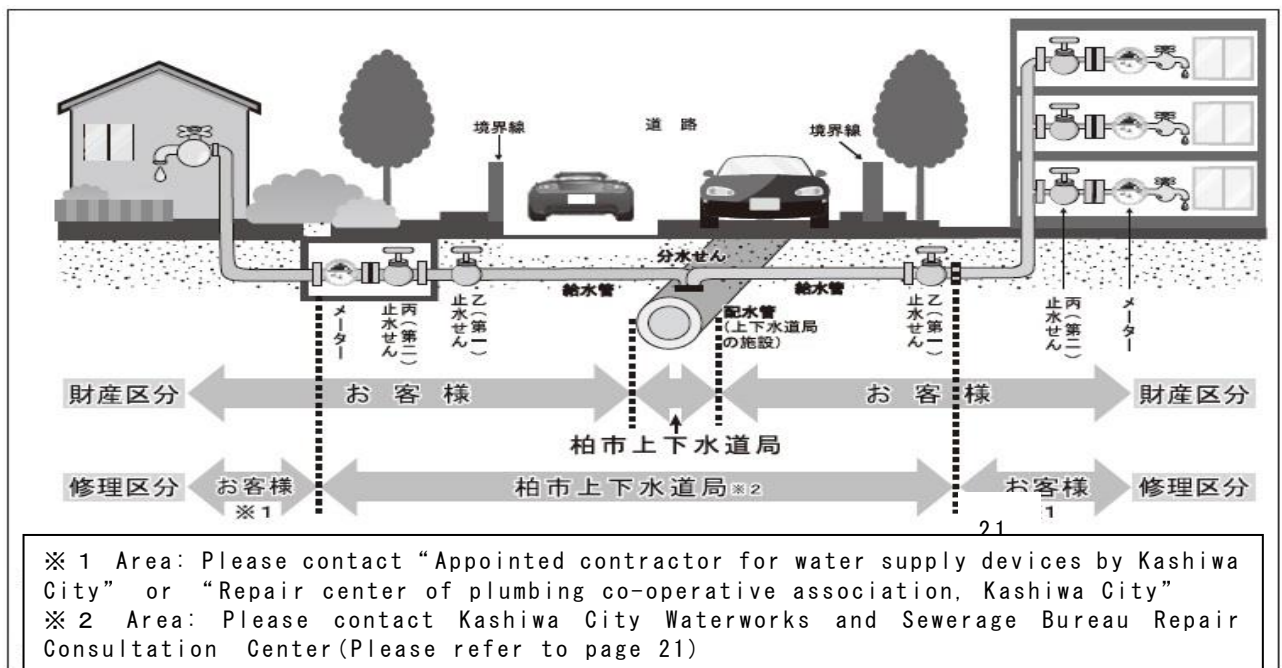
Tap water is delivered to you through the drainpipe under the ground and water supply device. The water supply device is consisted of the water supply pipe from the drainpipe, water stopcock, water meter and faucet.

Water meter is the rental device from the Waterworks and Sewerage Bureau. Once it is lost or broken, you will be asked to compensate the device, so that please take care of the device with caution.

Also, effectiveness of the water meter is defined as 8 years, so that the device is changed by the contractor consigned by the Waterworks and Sewerage bureau at regular basis with no charge. A postcard will be sent out to notify when the water meter device is due to be changed, we appreciate your understanding.

On the other hand, other water supply device other than the water meter are the property of the owner of the building. So that the cost of the repair is on the owner's responsibility.

The responsibility of the water supply device in the points of repair and property is as follows.



- When the water meter is located farther than 2 meters away from the street and borderline of residential lands, and in the case of water supply device for common use (one water supply pipe is used by the multiple users), up to the first water stopcock (乙止水栓) is governed by the Waterworks and Sewerage Bureau, Kashiwa City.
- The repairs which Waterworks and sewerage bureau, Kashiwa City is responsible for do not include "water meter box" and "water stopcock box".

## 2 Starting and stopping of water supply



Your City Water User Registration Number (as shown in the picture on the left) is displayed at the front door of your residence. The 6-digits-number in the center is your City Water User Registration

When you move in Japan, you can register your starting and stopping of the water supply online. Please scan the code of “change of address notification” on the front page of this leaflet.

### (1) Starting to use water supply system(opening)

By contacting waterworks and sewerage bureau, Kashiwa City on the phone or coming to the service desk registering the following points by 3 days (excluding Sunday, national holidays, and Year-end and New year period) before the planned starting day, you can register to start to use the water supply.

①water supply number ②Starting date ③where to use tap water ④username ⑤number of users ⑥water bill billing address ⑦telephone number of user ⑧name and contact number of the person requesting the registration.

You can register by using “the request form for water supply(postcard)” which you will find in the entrance area or in the mailbox.

### <Note >

If you have not registered, the starting date of usage and your name cannot be confirmed. It will lead to billing problems later. When there are any delays and errors in registration, you may be retroactively charged.

### (2) Stopping to use water supply system(closing)

By contacting Waterworks and Sewerage Bureau, Kashiwa City on the phone or coming to the service desk by 3 business days (excluding Sunday, national holidays, and Year-end and New year period) before the planned starting day, you can register to start to use the water supply registering the following points.

①water supply number ②Stopping date ③where to use tap water ④username ⑤payment method ⑥address and contact number you are moving to ⑦name and contact number of the person requesting the registration.

### <Notice>

If you do not contact the Water Billing Center to stop the use of city water, you are required to pay the basic charge, even if you have not used the water.

#### (3) When user is changed (Change of Username)

By contacting waterworks and sewerage bureau, Kashiwa City on the phone or coming to the service desk registering the following points, you can register the change of the username.

①water supply number ②date of changing the user name ③where to use tap water ④user's telephone number of before and after ⑤ name and contact number of the person requesting the registration.

#### (4) When using other than the city water supply system (Well water)

When using water supply other than the Kashiwa City water supply such as well water or private water supply (private water supply for private use) and using public sewerage system to drain, you will not be charged for the water supply but you will be charged for the use of the sewerage.

A. Please contact Waterworks and Sewerage Bureau (Well and Private water supply number) in the following cases. You are required to register in accordance with the cases.

(A) Starting to use the public sewerage.

“Registration for starting and re-starting the use of public sewerage”

(B) Stopping the use of the public sewerage.

“Registration for stopping and terminating the

use of public sewerage”

(C) Change of numbers of people using the sewerage, or change of the user (change of the username)

“Registration for change of numbers users and username”

Regarding the format of the registration, please visit the website of Kashiwa City, <https://www.city.kashiwa.lg.jp> and search for procedure of sewerage usage

B. When switching from the well water to the tap water, or from the tap water to the well water, please contact Waterworks and sewerage Bureau (Well and Private water supply Dial)

In case of switching the well water to the tap water, registration and application of water supply device is required. Please contact Waterworks and Sewerage Bureau Billing center, Kashiwa City (Water supply device installation team, 04-7166-2196)

Waterworks and Sewerage Bureau Billing center, Kashiwa City

☎ 0 4 - 7 1 6 6 - 2 1 9 1

Well and Private water supply Number

☎ 0 4 - 7 1 6 8 - 1 8 2 0



Sl. No.	Name of the Candidate	Grade	Score	Remarks
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(5) How to open the water valve by yourself

After the registration for starting to use of city water with Waterworks and Sewerage Bureau Billing center, Kashiwa City (04-7166-2191), you are guided to turn the valve to start the use (to turn the water stopcock valve by the water meter)

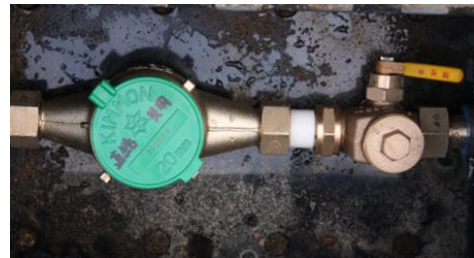
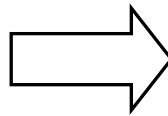
A. Where to find the water meter.

The water meter for individual housing is located inside the meter box which is usually 2 meters away from the borderline of residential land and the street.

For the housing complex, you will find the water meter in the pipe shaft by the individual entrance door.



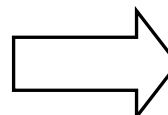
Meter box (in light blue)



Inside the meter box



Pipe shaft



Inside the pipe shaft

B. How to turn on and off the water stopcock valve.

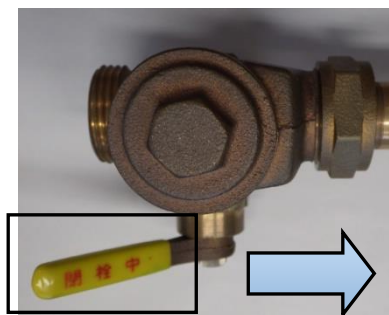
Usually, water stopcock valve is in the meter box or in the pipe shaft, and there are 3 types of valves: ①Lever type, ②butterfly screw type, and ③sluice valve type.

How to turn the valve is shown in the pictures in next page. When you are not sure of the location of the water stopcock and when you find it difficult to turn the valve, please contact Waterworks and Sewerage Bureau Billing center, Kashiwa City.



① Lever type

【closed】



【open】

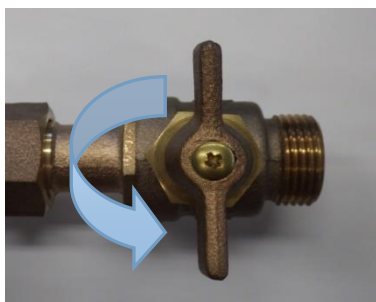


『閉栓中』 (closed) is shown on the lever in red.  
Turn the lever in to the direction of the arrow to open.

『通水中』 (flowing) is shown on the lever in blue.

② Butterfly screw type

【Closed】



【Open】



Turn the lever for 90 degrees  
in the direction of the arrow

③ Sluice valve type



To close, turn the valve  
in this direction.



To open, turn the valve  
in this direction.

### 3 Charges for Water supply and sewerage system

#### (1) Reading of the water meter

Every 2 months, contractor by the Kashiwa City reads the water meter. After reading the water meter, "Report of reading of water meter" is posted into your mailbox.

Main content of the report of reading water meter is as follows;

⑤ 柏市 水道使用水量等のお知らせ (検針票)		④ 下水道料金 口座振替済通知書	
柏市 水道事業会計登録番号 T2800020002678 柏市 下水道事業会計登録番号 T3800020002677 柏市南中央111-222 方書 テスト  柏 太郎 様		水道番号 013723 振替月 令和 7年 4月 使用期間 令和 7年 2月 6日～ 令和 7年 4月 5日 □ 径 20 メータ番号 0123456789 0014-800-002-00	
指針及び水道使用水量 今回指示数 1225 前回指示数 1155 差(増減)水量 70 m <sup>3</sup> ② 水道使用水量 (汚水排除量) 70 m <sup>3</sup> 前回水量 70 m <sup>3</sup> 前々回水量 74 m <sup>3</sup> 前年同月水量 76 m <sup>3</sup> 次回口座振替予定日 令和6年3月4日		今回ご請求予定金額(消費税等相当額含む) 水道料金 11,968 円 基本料金 2,480 円 従量料金 8,400 円 消費税等相当額(10%) 1,088 円 下水道使用料 9,719 円 基本料金 ⑥ 1,086 円 従量料金 7,750 円 消費税等相当額(10%) 883 円 合計金額 ㉓ 21,687 円	
通 信 欄 水道検針に関するお問い合わせ先 柏市上下水道局業務受託者 ヴェオリア・ジェネッツ㈱ 検針員 TEL 04-7166-3182		振替日 令和 7年 4月 3日 振替金額 21,687円 使用期間 令和 6年12月 6日～ 令和 7年 2月 5日 上水道 T2800020002678 使用水量 70 m <sup>3</sup> 料 金 11,968円 消費税等相当額(10%) 1,088 円) 下水道 T3800020002677 汚水排除量 70 m 使用料 9,719 円 消費税等相当額(10%) ( 883 円)	

- ① City water user registration number: when you contact, please refer to this number
- ② Amount of water used : Amount of water used for 2 months in this reading of the water meter.
- ③ Total Charge : Total of charges (Tax inclusive) for Water usage based on the amount of water used and charges (②) and usage of sewerage system.
- ④ Bank account transfer payment notice : date and amount to be transferred are noticed to the users of the bank account transfer payment
- ⑤ Qualified business registration number :

This is the registration number for the water supply works account and the sewerage work account in the invoice system. The registration numbers are different for water and sewerage systems.

- ⑥ Sewerage fees : When using well water and no meter system, and not using sewerage system, this box will be blank.

## <Notice>

Report of reading water meter is not an invoice. You cannot use this report as a payment slip. And we NEVER visit you in person to request you to pay the bill based on this report. Please beware of scams. Whenever you find anything suspicious, please contact Waterworks and Sewerage Bureau Billing center, Kashiwa City.

## <Reminder : in reading water meter >

- Please do not leave anything on the meter box.
- Please keep clear of the meter box from the trees.
- Please keep the dog away from the gate and meter box.
- Please keep the dirt away from the meter box and never let the meter to be buried under the dirt.
- Please ensure that the meter box has to be located outside the building, and not under the floor of the house or hut when extending the housing.

## <Standard amount of water used at general household>

Standard amount of water used by general household for 2 months is as follows. Numbers of people in the household makes the difference. When you notice extraordinary increase of water usage, please check any changes of number of people in the household or of the ways of water usage.

Number of people in the household	Amount of water used (2 months/m <sup>3</sup> )	Number of people in the household	Amount of water used (2 months/m <sup>3</sup> )
1 person	1 6 . 2	4 person	4 6 . 2
2 person	2 9 . 8	5 person	5 5 . 6
3 person	3 9 . 8	6 person and more	6 8 . 2

Modified by Waterworks and Sewerage Bureau, Kashiwa City/  
Data from homepage of Bureau of waterworks, Tokyo Metropolitan Government

Purpose	Water used in what way	Amount of water used	Purpose	Water used in what way	Amount of water used
Washing face&hands	Left out for 1 minute	12 liters	Brushing teeth	Left out for 30 seconds	6 liters
Washing dishes	Left out for 5 minutes	60 liters	Car Washing	Left out	90 liters
Shower	Left out for 3 minutes	36 liters	Bathing	Bathtub	180 liters

※Amount of water used is roughly estimated.

Modified by Waterworks and Sewerage Bureau, Kashiwa City/  
Data from homepage of Bureau of waterworks, Tokyo Metropolitan Government

(2) Using other than the city water supply (Well water)

When using other than the Kashiwa City water supply (well water), notification system of sewerage system usage charge differs, depending on the availability of reading of meter of the volume of disposed water into sewerage.

A. Reading of meter is available. (Where meter is installed)

Reading of the meter takes place every 2 months in the same way as the water and sewerage system.

After the reading of the meter, "Report of reading of the meter" will be posted in the mailbox.

And notification of payment or postcard for bank account transfer will be sent out later.

B. No meter is available.

Depending on the numbers of people to use the sewerage system, volume of disposal of into the sewerage is determined. And notification of payment or postcard for bank account transfer will be sent out later.

(3) Contents in "Report of reading of water meter"

Please check both water usage charge and sewerage fee are listed in the Report of reading of water meter. When they are not printed, please contact Kashiwa City Waterworks and Sewerage service Billing center (Tel: 04 - 7 1 6 6 - 2 1 9 1)

In cases as follows, you do not have to contact.

A: When using water from the well and drain into sewerage  
No Water usage charge printed.

B: When using Water from waterworks and using sewerage purifying tank,  
No Sewerage fee printed.



#### (4) Water charges

Water charges in Kashiwa City is the total of the basic charge determined by the diameter of the water supply pipe (see note below), the usage charge determined by the amount of water used for two months in the reading of water meter, and the consumption tax (fraction of one yen are rounded down). If payment is made after the due date specified in the reminder, delayed payment charge will be added to the water bill.

Please pay promptly and on time!

(note) diameter of water supply pipe of water meter

Basic and Usage charges for 2months (before taxed)

Basic charge		Usage charge	
Diameter of water supply pipe (Note )	Charge	Amount of water used	Charge (Per 1 cubic meter)
13 millimeters	920 yen	1 cubic meter to 20 cubic meters	60 yen
20 millimeters	2,480 yen		100 yen
25 millimeters	4,060 yen	21 cubic meters to 40 cubic meters	
40 millimeters	12,480 yen	41 cubic meters to 60 cubic meters	155 yen
50 millimeters	18,400 yen		210 yen
75 millimeters	46,200 yen	61 cubic meters to 80 cubic meters	
100 millimeters	98,800 yen	101 cubic meters to 200 cubic meters or more	280 yen
150 millimeters	226,000 yen		370 yen
200 millimeters	420,000 yen	201 cubic meters or more	

- When you use the sewerage system, you will be charged for the sewerage system in addition to tap water usage charge.

## (5) Charge for sewerage system usage

### A. When using tap water system of Kashiwa City

Charge for sewerage system usage is calculated based on the amount of tap water used which is granted as the equivalent amount of sewerage disposal volume.

Sewerage disposal volume is regarded as the same amount as the total amount of tap water used in reading of the water meter (3) which is the basis of the calculation every month. Basic and usage charge is calculated accordingly.

Basic and usage charge, and consumption tax added on the total amount (fraction of one yen are rounded down.) is the sewerage system usage charge. If payment is made after the due date specified in the reminder, delayed payment charge will be added to the water bill.

Please pay promptly and on time!

#### Basic and usage charge for 2months (before taxed)

Basic charge	Usage charge (per 1 cubic meter)	
1,086 yen	1 cubic meter to 20 cubic meters	46 yen
	21 cubic meters to 40 cubic meters	114 yen
	41 cubic meters to 60 cubic meters	136 yen
	61 cubic meters to 80 cubic meters	183 yen
	101 cubic meters to 200 cubic meters	233 yen
	201 cubic meters to 1,000 cubic meters	292 yen
	1,001 cubic meters or more	351 yen



B. Using other than the Kashiwa City water supply (well water)

When using other than the Kashiwa City water supply (well water), and dispose the used water into public sewerage, you will be charged for the sewerage system usage.

(A) In case of general household

When water meter is installed, based on the reading of the water meter, sewerage disposal volume is determined, and sewerage system usage charge is calculated.

When water meter is not installed, sewerage disposal volume is determined based on the numbers of people in the household and sewerage system usage charge is calculated as below.

Charges for Sewerage system for 2 months

(Before taxed)

Number of people in the household	Determined Sewerage disposal volume	Charge
1 person	20 cubic meters	2,006 yen
2 person	32 cubic meters	3,374 yen
3 person	44 cubic meters	4,830 yen
4 person or more	56 cubic meters	6,462 yen

In case of changes in numbers of people using the sewerage, or change of the user (change of the username),

“Registration for change of numbers users and change of the name of the user” is required to be submitted. Please contact Waterworks and Sewerage Bureau Billing center Kashiwa City (Well and Private water supply Dial, Tel: 04-7168-1820.)

(B) Other than the general household

Please install the water meter, based on the reading of the water meter,

sewerage disposal volume is determined and sewerage system usage charge is calculated.

(6) Quick reference chart of water and sewerage charges  
(For 2 months)

Water supply pipe of 13-millemetre-diameter

unit : yen

Amount (m <sup>3</sup> )	Water (with Tax)	Sewerage (With Tax)	Total	Amount (m <sup>3</sup> )	Water (with Tax)	Sewerage (With Tax)	Total	Amount (m <sup>3</sup> )	Water (with Tax)	Sewerage (With Tax)	Total
0	1,012	1,194	2,206	21	2,422	2,332	4,774	42	4,873	5,013	9,886
1	1,078	1,245	2,323	22	2,552	2,457	5,009	43	5,043	5,163	10,206
2	1,144	1,295	2,439	23	2,662	2,582	5,244	44	5,214	5,313	10,527
3	1,210	1,346	2,556	24	2,772	2,708	5,480	45	5,384	5,462	10,846
4	1,276	1,397	2,673	25	2,882	2,833	5,715	46	5,555	5,612	11,167
5	1,342	1,447	2,789	26	2,992	2,959	5,951	47	5,725	5,761	11,486
6	1,408	1,498	2,906	27	3,102	3,084	6,186	48	5,896	5,911	11,807
7	1,474	1,548	3,022	28	3,212	3,209	6,421	49	6,066	6,061	12,127
8	1,540	1,599	3,139	29	3,322	3,335	6,657	50	6,237	6,210	12,447
9	1,606	1,650	3,256	30	3,342	3,460	6,892	55	7,089	6,958	14,047
10	1,672	1,700	3,372	31	3,542	3,586	7,128	60	7,942	7,706	15,648
11	1,738	1,751	3,489	32	3,652	3,711	7,363	65	9,097	8,712	17,809
12	1,804	1,801	3,605	33	3,762	3,836	7,598	70	10,252	9,719	19,971
13	1,870	1,852	3,722	34	3,872	3,962	7,834	75	11,407	10,725	22,132
14	1,936	1,903	3,839	35	3,982	4,087	8,069	80	12,562	11,732	24,294
15	2,002	1,953	3,955	36	4,092	4,213	8,305	85	13,717	12,738	26,455
16	2,068	2,004	4,072	37	4,202	4,338	8,540	90	14,872	13,745	28,617
17	2,134	2,054	4,188	38	4,312	4,463	8,775	95	16,027	14,751	30,778
18	2,200	2,105	4,305	39	4,422	4,589	9,011	100	17,182	15,758	32,940
19	2,266	2,156	4,422	40	4,532	4,714	9,246	110	20,262	18,321	38,583
20	2,332	2,206	4,538	41	4,702	4,864	9,566	120	23,342	20,884	44,226

- Consumption tax of 10% is added.
- When the period of usage of water and sewerage system is less than 2 months, according to the article 32 of Kashiwa City water Supply Ordinance (calculation guideline of special cases) and article 17 of Kashiwa Sewerage Ordinance Enforcement regulations (guideline for charges when the start of the usage is in the middle of the month), the charges can be different from the quick reference chart.



# Water supply pipe of 20-millemetre-diameter

Unit : yen

Amount (m³)	Water (with Tax)	Sewerage (With Tax)	Total	Amount (m³)	Water (with Tax)	Sewerage (With Tax)	Total	Amount (m³)	Water (with Tax)	Sewerage (With Tax)	Total
0	2,728	1,194	3,922	21	4,158	2,332	6,490	42	6,589	5,013	11,602
1	2,794	1,245	4,039	22	4,268	2,457	6,725	43	6,759	5,163	11,922
2	2,860	1,295	4,155	23	4,378	2,582	6,960	44	6,930	5,313	12,243
3	2,926	1,346	4,272	24	4,488	2,708	7,196	45	7,100	5,462	12,562
4	2,992	1,397	4,389	25	4,598	2,833	7,431	46	7,271	5,612	12,883
5	3,058	1,447	4,505	26	4,708	2,959	7,667	47	7,441	5,761	13,202
a6	3,124	1,498	4,622	27	4,818	3,084	7,902	48	7,612	5,911	13,523
7	3,190	1,548	4,738	28	4,928	3,209	8,137	49	7,782	6,061	13,843
8	3,256	1,599	4,855	29	5,038	3,335	8,373	50	7,953	6,210	14,163
9	3,322	1,650	4,972	30	5,148	3,460	8,608	55	8,805	6,958	15,763
10	3,388	1,700	5,088	31	5,258	3,586	8,844	60	9,658	7,706	17,364
11	3,454	1,751	5,205	32	5,368	3,711	9,079	65	10,813	8,712	19,525
12	3,520	1,801	5,321	33	5,478	3,836	9,314	70	11,968	9,719	21,687
13	3,586	1,852	5,438	34	5,588	3,962	9,550	75	13,123	10,725	23,848
14	3,652	1,903	5,555	35	5,698	4,087	9,785	80	14,278	11,732	26,010
15	3,718	1,953	5,671	36	5,808	4,213	10,021	85	15,433	12,738	28,171
16	3,784	2,004	5,788	37	5,918	4,338	10,256	90	16,588	13,745	30,333
17	3,850	2,054	5,904	38	6,028	4,463	10,491	95	17,743	14,751	32,494
18	3,916	2,105	6,021	39	6,138	4,589	10,727	100	18,898	15,758	34,656
19	3,982	2,156	6,138	40	6,248	4,714	10,962	110	21,978	18,321	40,299
20	4,048	2,206	6,254	41	6,418	4,864	11,282	120	25,058	20,884	45,942

- Consumption tax of 10% is added.
- When the period of usage of water and sewerage system is less than 2 months, according to the article 32 of Kashiwa City water Supply Ordinance (calculation guideline of special cases) and article 17 of Kashiwa Sewerage Ordinance Enforcement regulations (guideline for charges when the start of the usage is in the middle of the month), the charges can be different from the quick reference chart.

(7) How to pay the water charges

You can choose from “A, Direct Bank Account transfer”  
or “B, Payment with payment notification slip.”

A. Bank Account transfer

The charges are transferred automatically from the  
assigned bank account on due date.

(a) How to set up the bank account transfer at the bank

You are required to bring Bank Account transfer request  
form, bank note, Inkan (personal stamp) registered to the  
bank, and any document showing City Water User  
Registration number such as a report of reading the meter  
to the bank listed below.

If you require Bank Account transfer request form in  
advance, please contact Waterworks and sewerage Bureau  
Billing center. You can request on the homepage of Kashiwa  
City.

(b) How to set up the bank account transfer on the Web  
service

You can scan the QR code on the front page of this  
leaflet.

(Banks with ※ mark in the list below are not accepting  
bank account transfer request on the web service. Please  
set up the bank account transfer at the bank.)

List of Banks for bank account transfer payment

(as of 1<sup>st</sup> of April, 2025)

Chiba Bank	Keiyo Bank	Chibakogyo Bank	Mizuho Bank
Mitsubishi UFJ Bank※	Mitsui Sumitomo Bank	Resona Bank	Joyo Bank
Tsukuba Bank	Higashinihon Bank	Tokyo Star Bank	Mitsubishi UFJ Trust & Banking※
Mizuho Trust & Banking※	Tokyo Bay Shinkin Bank	Mito Shinkin Bank※	Tokyo Higashi Shinkin Bank※
Choshi shoko Credit Union	Chuo Labor Bank※	JA Ichikawa ※	JA Chiba Tokatsu※
Nationwide Japan Post Bank & Post Office			

It takes one to two months to register the Bank account transfer payment. (Transfer due date is 3rd of the next month of the reading of the meter (when bank is closed on 3rd, next working day))

When bank account transfer payment is not completed on the 3<sup>rd</sup>, bank transfer payment is automatically done on 18<sup>th</sup> of the same month. (When bank is closed on 18th, next working day)

When bank transfer payment is not completed on 18<sup>th</sup> again, reminder notice will be issued. When you receive one, please pay with the reminder payment notice slip.

#### B. Payment with payment notice slip

a) Pay at the service desk at the financial facilities with Payment with payment notice slip

You can pay at the banks, convenience stores, or any cashier service in Kashiwa City hall and branch offices with the payment notice slip. Payment due date of payment is 10<sup>th</sup> of next month after the reading of the meter. (In case banks are not operating on 10th, first operating day after 10th).

#### List of cashiers (as of 1<sup>st</sup> of April 2025)

##### 【Banks】

Chiba Bank	Keiyo Bank	Chiba Kogyo Bank	Higashinihon Bank
Choshi shoko Credit Union	Tokyo Bay Shinkin Bank	Mito Shinkin Bank	Tokyo Higashi Shinkin Bank
	Chuo Labor Bank	J A I c h i k a w a	JA Chiba Tokatsu
Nationwide Japan Post Bank & Post Office (Chiba, Tokyo, Kanagawa, Saitama, Ibaraki, Tochigi, Gunma and Yamanashi Prefectures only)			

(Remarks) Banks and other financial facilities are not the same as the ones on the list of Banks for bank account transfer payment.

### 【 Convenience stores 】

For further details, you can find in the list of stores on the payment notice slip.

### 【 Cashiers in Kashiwa City 】

Waterworks and sewerage Bureau (Billing center)	Kashiwa City Hall Branch Office (Kashiwa station area) center
City Hall (Chiba Bank, 2nd floor of Main building)	Kashiwa City hall Shonan Branch (1 <sup>st</sup> floor of Shonan Second building)
Kashiwa City hall branch offices	

b) Pay on your smartphone payment system.

By scanning the barcode on the delivery notice payment slip for tap water and sewerage usage charge into your smartphone and other mobile device, you can pay on your smartphone payment system. (For further details, please visit the homepage of Kashiwa City)

※If the water bill is not paid by the due date, you' re your water supply may be shut off.

(8) Issuance of Certificate for the payment of water and sewerage system charge and procedure to receive the refund

a) Issuance of Certificate for the payment of water and sewerage system charge

Waterworks and Sewerage Bureau Billing center, Kashiwa City  
8:30am to 5:15pm

※Weekdays only (not on Saturdays, Sundays, National holidays, and Year-end & New Year period)

For requesting the issuance of certificate, you need to bring self ID (Driving license, “My Number” card, and etc.) and Inkan(personal stamp).

If somebody else is going to request the certificate on behalf of you, this person must bring the letter of delegation, self-ID, and Inkan (personal stamp) of this person.

b) Procedure to receive the refund

Waterworks and Sewerage Bureau Billing center, Kashiwa City  
8:30am to 4:30pm ※Weekdays only (not on Saturdays, Sundays, National holidays, and Year-end & New Year period)

For requesting the refund, you need to bring overpayment refund notice, self ID (Driving license, “My Number” card, and etc.) and Inkan (personal stamp).

If somebody else is going to request the refund on behalf of you, this person must bring the letter of delegation, self-ID, and Inkan (personal stamp) of this person.

<Request>

In case of the refund requested by the corporation, please use the bank account transfer system.

\* If the amount to be refunded exceeds 50,000 yen, it will be refunded into your bank account by bank account transfer only.

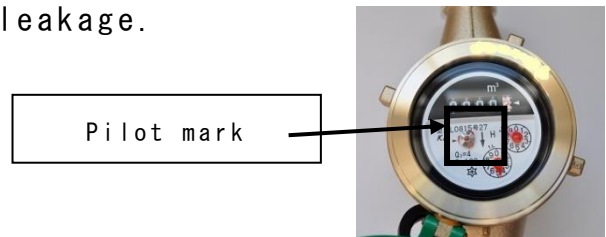
## 4 Others

### (1) Quick check of the leakage

Due to the deterioration of the water pipe and frozen pipe, leakage progresses without knowing. Leakage can be checked on the water meter.

<How to check >

- A. Close all the faucet in the house and outside.
- B. Monitor the “Pilot mark” on water meter. (30 seconds)
- C. If the pilot mark is rotating, there is a leakage.  
If it is not rotating, no leakage.



### (2) Reduction of the water supply charges due to the leakage

As a principle, charge for the all the water supply must be paid by the user, even when reading of the water meter includes the amount of leakage.

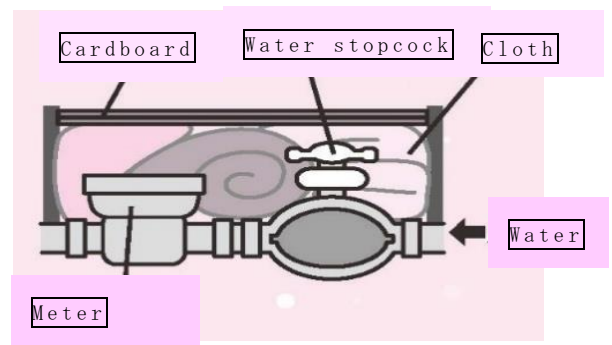
Depending on the situation, partial reduction of the charge may be available. Please contact the Waterworks and Sewerage Bureau Billing center for further details.

### (3) How to protect water supply pipe from freezing

In severe coldness and when the temperature drops down around minus 4 degrees Celsius, water faucet, water supply pipes and water meter can freeze and burst. Please prepare in advance to protect them from freezing.

#### A. Where attention is required

- (a) Water pipes are exposed outside
- (b) Pipes, water heater, and water meter are set in the shade in the north side
- (c) Exposed to the wind



B. What you can do to protect from freezing.

- (a) Protect the water pipe by wrapping with insulating material or blanket up to the root of the faucet. And cover it vinyl tape.
- (b) Fill the meter box with blanket and cloth, and in addition, place the cardboard to cover the meter box.

C. When pipe is frozen and water cannot run.

- (a) Cover the frozen area with towel and pour the lukewarm water slowly over the area to thaw the freeze.
- (b) If you pour the boiling hot water, the pipe may burst. Never pour the boiling hot water.

D. When the pipe burst

- (a) Turn the water stopcock in the meter box or in the pipe shaft, and make sure to stop the water running.
- (b) As a first aid, tape tightly around the area where the water is bursting, and tie with wire or string to secure.



(4) Consultation on waterworks and repair

a) Inquiry (consultation)

Kashiwa City Waterworks and Sewerage Bureau Repair  
Consultation Center (04-7163-3381)

b) Contactor

“Appointed contractor for water supply devices by  
Kashiwa City” or “Repair centre of plumbing co-operative  
association, Kashiwa City” (Tel:04-7146-9909)

You can find “Appointed contractor for water supply devices by Kashiwa City” in the homepage of Kashiwa City.

Appointed contractor for water supply devices by Kashiwa City can be found on the website of Kashiwa City

<https://www.city.kashiwa.lg.jp>

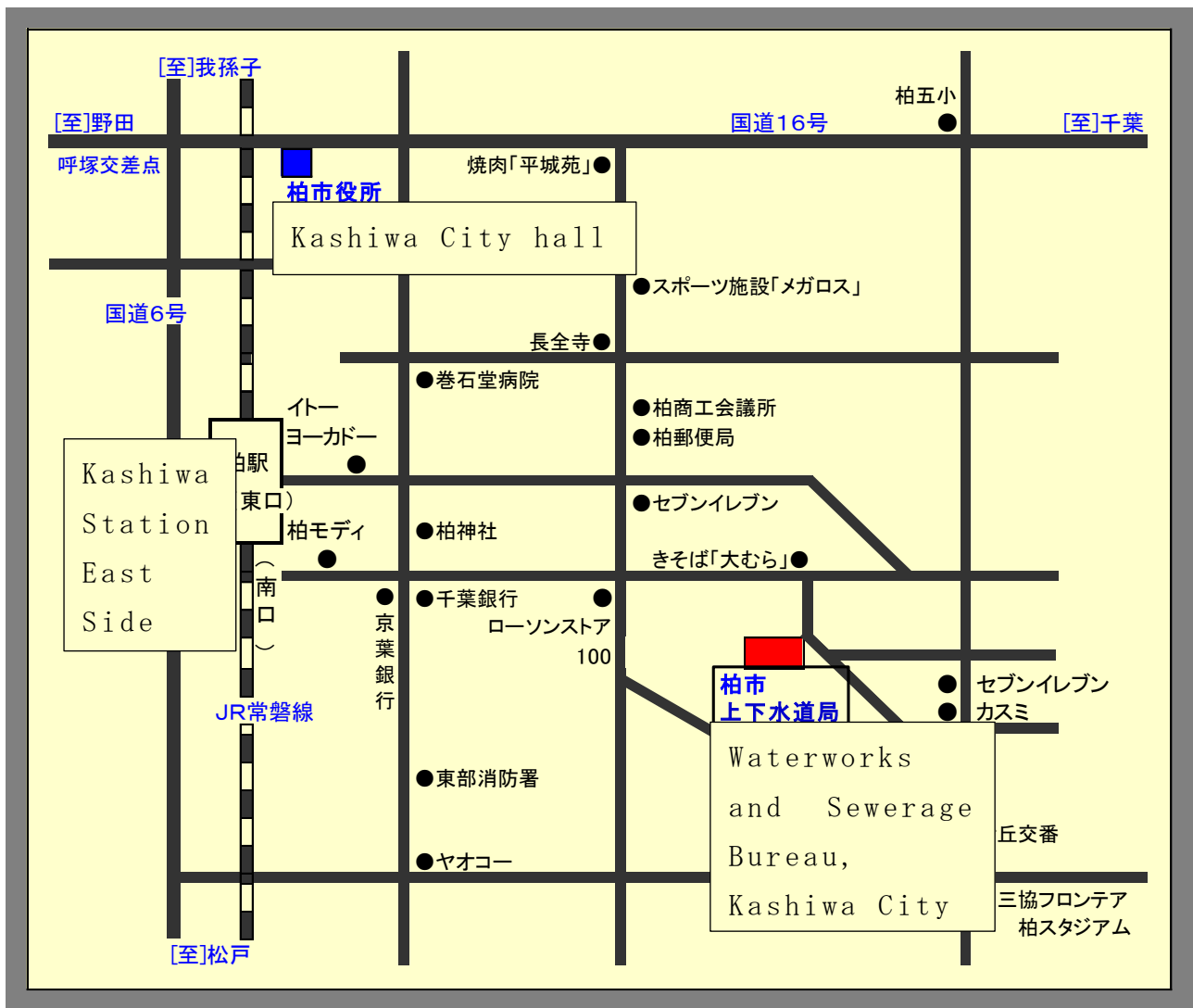
List of Appointed contractor for water supply devices by Kashiwa City
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In case of condominium and apartment building, please contact the owner of the building or the management company of the building.

Depending on the area for the repair (please see the picture in chapter 1. Water supply device), you may be responsible for the cost of the repair. Cost of the repair depends on the severity of the leakage and assessment and estimate by the contractor of your choice. Please compare the estimate cost for the repair from several contractors when possible and try to understand the details of the repair works beforehand.



## 5 Map to the Waterworks and Sewerage Bureau, Kashiwa City



### 【Waterworks and Sewerage Bureau Billing center】

Address: 1- 2- 32 Chiyoda, Kashiwa City  
Chiba prefecture, 2 7 7 - 0 0 2 5

Tel: 0 4 - 7 1 6 6 - 2 1 9 1  
(main number of Waterworks and Sewerage Bureau)  
※Please follow the voice guidance

Office hours: 8:30am to 6:15pm  
Weekdays and Saturday  
(Not on Sundays, national holidays, and Year-end  
and New year period)