

Information from The Water and Sewer Department. Please read before using water supply.

You need to report to the Management Section

- Those who want to start, move or stop using water, please notify us visiting or telephone.
- If the property owner changes in any cases, you must report to the office. (No telephone calls)

Please operate the main valve (drain valve, antifreeze valve) correctly.

○When you use water pipe

Open the main valve fully and adjust the water volume with the faucet handle.

※Please contact the building owner or manager about the location and operation method of the main valve, etc.

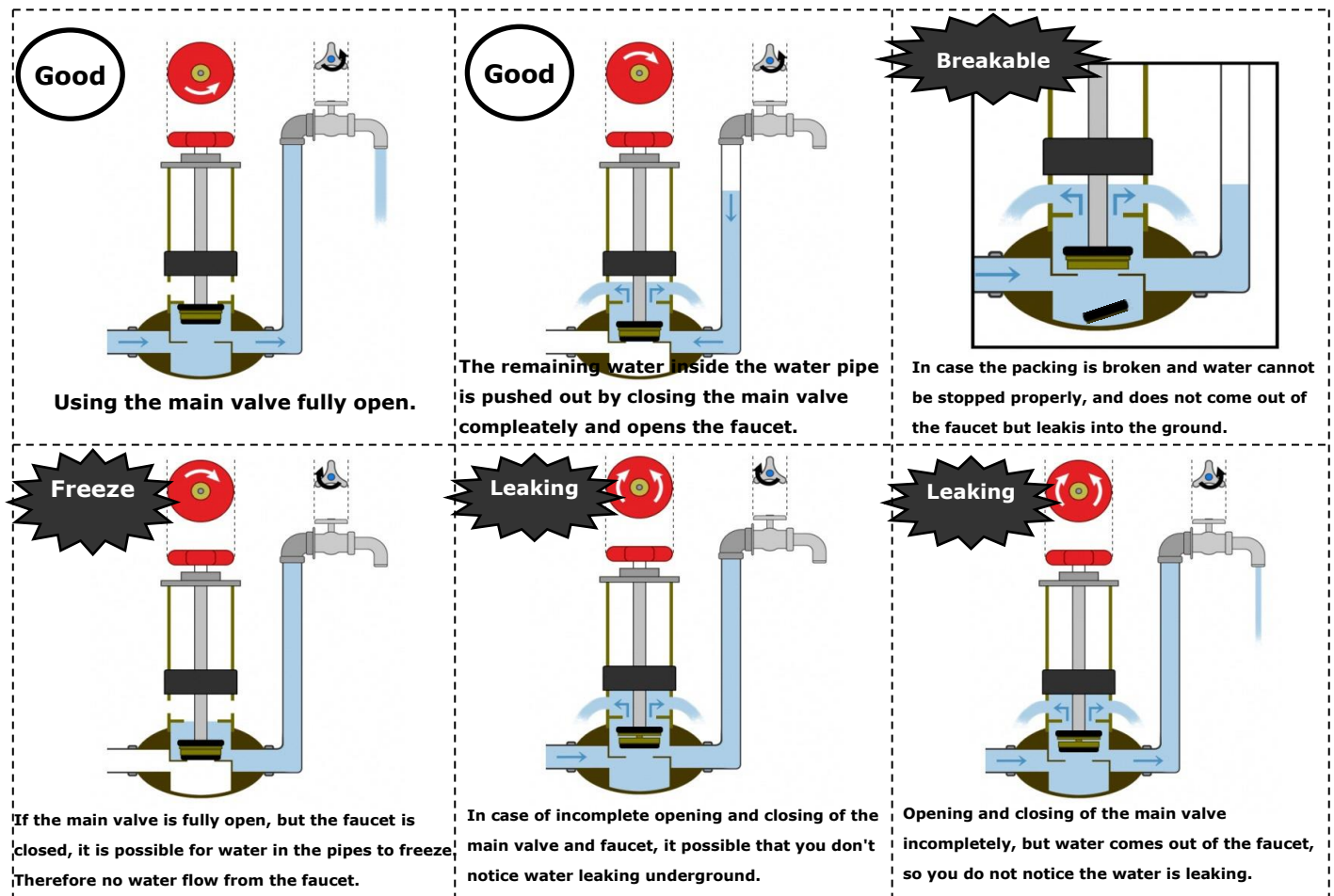
○To prevent freezing.

When you don't use water supply during the winter season. Please close the main valve completely and leave faucet handle fully open.

(You can take air from the faucet and push the water out from the pipes with this procedure.)

○To prevent water leakage.

If the operation of the main valve is incomplete, you may not notice that the water is leaking from the drain port and you may be charged a large amount of money, so please open and close the main valve tightly until it does not move.



Before using a hot water heater (boiler, gas or electric water heater and calorifier)

- When you enter a new house, apartment, etc., the drain valve of the water heater may be open, please close it before using.

In the following cases, contact a designated contractor for repairment.

- Water is flowing into the toilet bowl without using it (overflow).
- Water is flowing from drain pipe etc.

Water must be maintained by the user him/herself.

Water distribution devices such as water pipes and faucets that you draw from drains to each household are important assets of those who use them. (Except for the meter) Therefore, the water supply must be maintained by the user.

Payment of water and sewerage usage fees.

○Payment by bank account transfer.

The transfer day is the 5th of the month following the meter reading day (or the next day if it is a holiday). Please deposit the amount required by the day before payment.

○Payment by notification.

You will receive a payment notification by the end of the month. Please pay by the due date on the 10th of the following month.

○Payment place

City office cash desk, Aomori Bank Head Branch, all city branches of Michinoku Bank, Aomori Shinyokinko Bank, Aomoriken Shinyo Kumiai Towada Branch, Tohoku Rodo Kinko Towada Branch, each city branch of Towada Oirase Nougyou kyoudo Kumiai and any convenience store (Details are described on the bill).

Overdue payment notice

If payment is not made from your account due to insufficient, or if payment is made by the deadline using payment notification, a reminder will be sent within 20 days after the deadline. In that case, 100 Yen late fee will be added. If you will pay with bank account transfer, but have not paid by the deadline of the late notice, you may transfer it again the following month, so please prepare your payment.

Information about water rates payment by bank account transfer

Please use bank account transfer system for water rates payment.

【New application】

Following are the banking institutions for bank account transfer system.

① Japan Post Bank and post offices.

② Banks in Towada city other than ①(including each branches of Towada Oirase Nokyo).

Bring your bankbook and registered stamp, and do the payment procedure at the Water and Sewage Department counter or a financial institution that allows account transfer.

It will take about a month for the account transfer procedure to be completed, until then, payment notification will be sent for you.

【Notification of account transfer procedure completion】

You will see whether the procedure was completed at the bottom of "The notice of water and sewage consumption" on the column of "water charge / sewage fee account transfer completion notice" which are delivered at the time of meter reading, so please check it (in the mailbox). If it is stated that the transfer was not possible, the transfer has not been completed due to insufficient balance or other reasons.

Please make a payment to your account by the re-transfer date of the following month or pay using the payment notification issued by the Water and Sewage Department.

【Cancellation of account transfer】

When canceling the account transfer, please bring your seal and submit the "Account Transfer Cancellation Notice".

【Continuation of account transfer】

In case of moving, and if you want to use the same bank account you used before moving, and user and the holder and account number are the same, account transfer is continuable.

【Change of account holder】

For procedures for changing the account holder (inheritance, surname change), please bring your stamp and apply at the Water and Sewage Department counter. When the account number changes, the procedure is the same as for a new application.

●Inquiries about charges and notifications

Classifications	Reception time	Reception desk	Phone number
Weekdays	8:30~17:15	Administration Section, Charge Collection Unit (City Hall, Annex, 1F)	☎25-4511
	7:00~8:30、17:15~20:00	Desk on duty (Former Water and Sewage Department government building, 1F)	
Saturdays, Sundays and holidays	7:00~20:00		