

3-3 Utility services

(1) Electricity

Start using electricity

When you wish to use electricity, here are the steps to follow:



- i. Determine the date you want service to start.
- ii. Subscribe with a electric supplier in your area over the telephone or online.
- iii. Flip the switch "on" on the circuit breaker on the service start date.

The provider may visit your residence depending on the contract and your housing facilities. In those cases, notice of this will be given to you.

Electricity bills and payment methods

- Various plans are offered by energy providers to meet users' needs. You can choose one that is suitable for you.
- Basically, bills are determined by your usage. However, a fixed base rate is set and is charged regardless of your actual usage amount.
- Bills are payable by automatic bank withdrawal, by paying in cash at a convenient store or a bank, or with a credit card.
- * Your electricity usage is checked by your provider once a month by reading the meter situated outside of your residence either locally or remotely.
- * Users are notified of their usage by the provider every month.
- * The service plan you have chosen can be confirmed in the document provided by the electric power company when signing a contract.

Cancellation

When you wish to stop using electricity, here are the steps to follow:

- i. Determine the day that service will end.
- ii. Unsubscribe from the electricity supplier over the phone or online.

Generally speaking, the supplier will not visit you on the day when you cancel the service. However, there may be cases where they visit because the electric meter cannot be read from outside. In such cases, notice will be given by the provider.

Please visit the following website for consultation if you have any problems with sales activities by or contract with an electric power company.

<https://www.emsc.meti.go.jp/general/consult.html>



(2) Gas

Types of gas

- There are several types of gas with different components and combustion characteristics. However, City gas (13A) and LP gas are the most popular ones for homes.
- Choose a home appliance compatible with the gas type being used.
 - * It is dangerous to use appliances that are not compatible with the gas in use. Incorrect usage may cause fire or incomplete combustion.



Start using gas

- When you wish to use gas, here are the necessary steps to follow:
 - Determine the date you want service to start.
 - Subscribe with a gas company in your area over the telephone or online.
- * The provider will visit you on the date your service will start. They will check your facilities, explain how to use gas appliances and then will start providing you with gas.

Gas bills and payment methods

- Various plans are offered by a gas company to meet users' requirements. Choose one that is suitable for you.
- Basically, bills are the total amount of the fixed base rate and your usage. You have to pay the bill every month.
- Bills are payable by automatic bank withdrawal, by cash at a convenient store or a bank, or with a credit card.
 - * The gas plan you have chosen can be confirmed in the document provided by the gas company when signing a contract.

Cancellation

- When you wish to stop using gas, here are the steps to follow:
 - Determine the cancellation date.
 - Unsubscribe with the retailer over the phone or online.
 - * It is advisable to tell them your customer number, which is printed on your monthly meter-reading slip.
- On the cancellation day, the provider will come to stop the gas meter. If the meter is situated in a location to which they do not have access, the gas user or someone else acting on their behalf has to be present.

Please visit the following website for consultation if you have any problems with sales activities by or contract with a gas company.

<https://www.emsc.meti.go.jp/general/consult.html>



(3) Water

Start using water

When you wish to start using water after moving into a new residence, you need to sign up for water supply bureau or water supply business in your municipality beforehand.



For details, please contact your local municipal office.

Water bill and payment methods

Water bill is charged and paid as follows:

- i. Water supply charges are calculated by the water supply business in your municipality. The business checks your usage at the meter and charges you accordingly.
- ii. Bills are the total amount of the basic charge and your usage. Basic charge is calculated according to the type of size your supply pipe. The bigger the diameter is, the higher the charge becomes. On the other hand, your usage varies every month. The more you use, the higher your bill becomes.
- iii. Payment methods differ according to the businesses. As a basic rule, you can choose from automatic bank withdrawal, cash payment at a convenience store or a bank, etc.