

A registration form must be submitted when starting and canceling water services.

Starting and canceling water services

If you are scheduled to move...

Moving in / Transferring from a different address



Call to start (open) water services

[What you need]  
Fee of 900 yen

Moving out / Transferring to a different address



Call to cancel (close) water services

Call the Tsu City Water Services Center 2 – 3 days before you move.

Please provide the following information

- |  |  |
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| <ol style="list-style-type: none"> <li>1. Address (location where water services are requested)</li> <li>2. Name of user</li> <li>3. Telephone number</li> <li>4. Desired starting date</li> <li>5. Billing address</li> </ol> | <ol style="list-style-type: none"> <li>1. Faucet number (this is written on your receipt and water usage report)</li> <li>2. Address (location where water services are used)</li> <li>3. Name and telephone number of user</li> <li>4. Desired canceling date</li> <li>5. Address and phone number of new address</li> <li>6. Fee settlement method (account transfer, payment notice)</li> </ol> |
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Note that if you use water services without notice, your water supply may be stopped.

Note that if you move out or transfer to a different address without notice, you will continue to be charged a water utility fee

Water fee

Water fee = Basic fee + Usage charge

Basic fee: A fee that is based on the diameter of the water meter and that is to be paid even when you have not used any water.

Usage charge: An amount that is to be paid in accordance with how much water you have used. The unit price becomes higher the more water you use.

Payment of water and sewage fees

Water fees are charged every month or every two months, but the payment deadline varies according to where you live. Please pay your water fee by the specified payment deadline at one of the following locations using the payment notice.

- Designated financial institutions, post offices
- Convenience stores
- Water Service Center
- Municipal government office, general branch offices, local offices

We recommend you pay your water and sewage fees conveniently by account transfer!

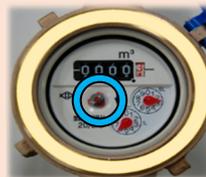
Please apply for an account transfer at a designated financial institution. Items required for application: Passbook, seal used to open your bank account, receipt of water services or a water service report (document that shows your faucet number)

Name change

If the water supply user has deceased, a request must be made to change the name of the user.

How you can check for water leakage by yourself

Close all water faucets in your house. Then, check the pilot mark on your water meter. If the pilot mark is rotating even slightly, it means there is a water leak somewhere. A water fee reduction (exemption) may apply to underground leakages. Please inquire with the Tsu City Water Services Center.



Promptly contact a waterworks contractor designated by Tsu City for repair.  
\* The repair cost shall be borne by you.

## Water meter replacement

<Inquiries> Water Supply & Measurement Unit, Sales Division, Waterworks Bureau 237-5806

The Measurement Act stipulates that the useful life of water meters is 8 years. The Waterworks Bureau therefore replaces water meters before they reach their useful life. The replacement work is performed by designated contractors of the Waterworks Bureau, free of charge to you.

Tsu City Water Services Center  
237-5821

Measurement Unit, Sales Div., Waterworks Bureau  
237-5807

Application for installation and renovation of plumbing works

For plumbing works and repair of water supply equipment, contact a waterworks contractor designated by Tsu City

- Applying for a plumbing work  
When undertaking a plumbing work at your house, request the services of a waterworks contractor designated by Tsu City.
- Construction contracts  
Construction contracts are to be exchanged between you and the designated waterworks contractor. To avoid troubles after the work is completed, beware of the following.
  - Obtain quotations from multiple waterworks contractors designated by Tsu City as much as possible.
  - Receive a detailed description of the work and costs.
  - Inquire about future repairs and other customer services.

To install, renovate or repair water supply equipment, request the services of a waterworks contractor designated by Tsu City. See the Tsu City website for a list of designated contractors, or inquire with the Water Supply Unit in the Sales Division of the Waterworks Bureau.

<Inquiries> Water Supply Unit, Sales Division, Water Bureau 237-5806