

# 水道についての質問と回答(Q&A)

## 《英語》

### Question and answers about waterworks

#### ■ Waterworks charge

**Question** What is the payment method of the waterworks charge?

**Answer** The waterworks charge is calculated based on the volume of water consumption inspected every 2 months. The waterworks charge is to be paid within the due date clearly written in the payment notification (bill) sent to the customer. If the bill is not paid within the due date, a demand letter is sent. In case of no payment, the water supply is suspended after informing the customer beforehand.

#### Payment method

##### ○ Account transfer

The charge is paid by an automatic withdrawal from customer's deposit account once per 2 months. An account transfer date is the 10th day (or the following business day in case of holiday) of the month following the inspection month.

##### ○ Payment notification

The charge is paid based on a payment notification. Payment can be done at each financial institution desk, in convenience stores or at the counter in the waterworks charge center. The payment notification is being issued around 25th day (or the previous business day in case of holiday) of the inspection month.

※ Payment with credit card is not possible.

#### ■ Procedures

**Question** What are the procedures before start of using waterworks?

**Answer** When using waterworks newly after moving in, please be sure to contact the waterworks charge center. It is not possible to use waterworks without applying for start of water supply.

#### Necessary details

○ The address (including name of the building and room number in case of apartment) where water supply is to be used

○ Users' name and phone number

○ Date of water supply start

**Question** What are the procedures when stopping use of waterworks?

**Answer** When stopping using of waterworks due to moving out, calculation of the waterworks charge is needed. Please contact the waterworks charge center in advance after your moving schedule is decided. Volume of water consumption is inspected on a moving day, the charge is calculated and a payment notification (bill) is sent to the new address. It is also possible to settle the charge at the site.

#### Necessary details

○ Tap number (customer number)

It is shown on the "notice of volume of water consumption".

○ The address where waterworks was being used and user's name

○ Moving day and new address

## 《中国語》

### 关于自来水的问答

#### ■ 关于自来水费用

**问题** : 如何支付水费?

**回答** : 水费是每两个月进行一次查表, 根据耗水量来计算水费并发送

缴纳通知书 (付款通知书), 请在收到通知单按指定期限内缴费。

不按期支付者给与督促, 若仍不能及时支付, 在预先通知的同时停止供水。

#### 支付方法

##### ○ 转帐法

每两个月一次直接从客户的帐户里自动扣除。转帐日定于查表月的下一个月的 10 号

##### ○ 凭付款通知书支付法

付款通知书将在查表月的 25 日左右发送, 可以在金融机关, 便利店, 自来水顾客服务中心各个窗口进行支付。

※ 信用卡支付不可

#### ■ 办理手续

**问题** : 如何办理重新使用自来水的手续?

**回答** : 乔迁新居开始用水时, 务必与自来水顾客服务中心联系。

不做供水使用申请将无法使用自来水。

#### 通知内容

##### ○ 使用自来水的地址

公寓等建筑物的名称以及房间号码

##### ○ 使用者的姓名和联系方式

##### ○ 开始使用的年月日

**问题** : 如何办理中止自来水手续?

**回答** : 因搬迁中止使用时, 在搬迁日程决定后, 尽早与自来水顾客服务中心进行联系。

服务中心将在搬迁日进行查表计算, 清算付款, 或者将付款通知单发送到您新的住处。

#### 通知内容

##### ○ 阀栓号码 (顾客号码)

※ 表示「耗水量的通知」

##### ○ 使用的地址和使用者姓名

##### ○ 搬迁的时间以及新居的地址