

Water Supply Guide

Contains a list of local water supply contractors designated by Soja City

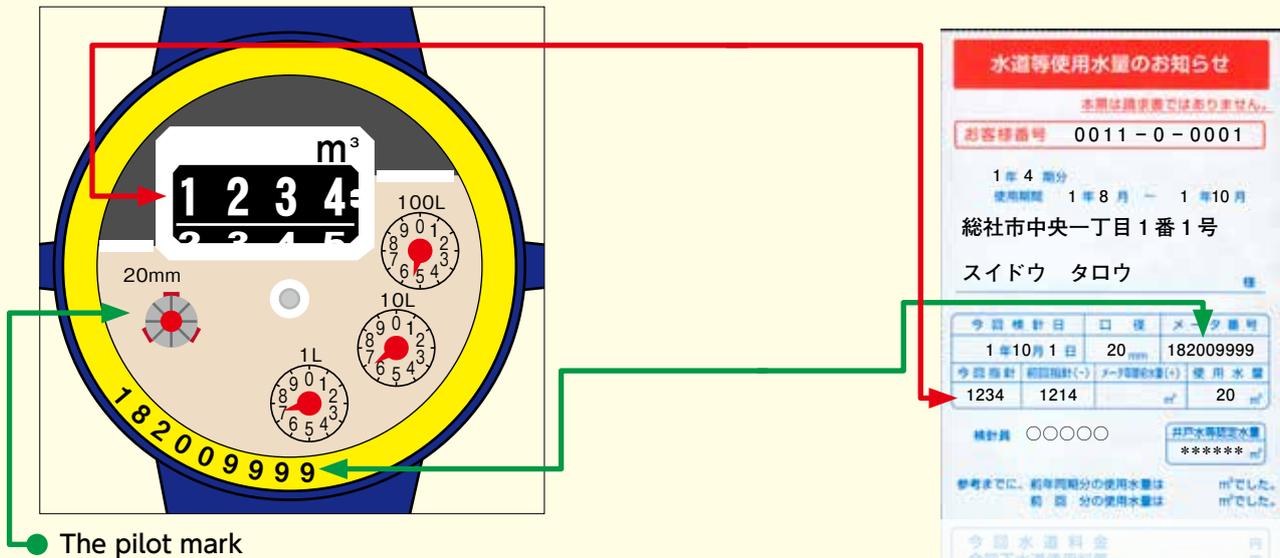


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1 How Your Water Fee Is Calculated

To calculate your water fee, a meter reader visits your home once every two months, between the first and 20th of even-numbered months (February, April, June, August, October, December), to check your water meter. The amount of water you have used is calculated based on the figure shown on your water meter. After checking your water meter, the meter reader slips a Notice of Water Usage (水道等使用水量のお知らせ) into your mailbox. Check this form to see the amount of water you have used, your water fee, and other such water supply-related information.



● The pilot mark

Water fee invoices are sent to you on or around the 15th of even-numbered months (January, March, May, July, September, November). Payments are due or are withdrawn from your financial account on the last day of May, July, September, November and January, and on March 25. When the last day of the month is a weekend or holiday, payment will be due or withdrawn on the next business day.

2 If You Discover a Water Leak in Your Home

If a water pipe or faucet in your home needs to be repaired, you need to contact a contractor yourself. If you discover a water leak, contact a water supply contractor listed at the end of this pamphlet to have it repaired.

Moisture near a water pipe, sounds of water near a faucet or wall even when no water is being used, and a higher-than-usual water fee all indicate the possibility of a hidden water leak.

If you suspect a water leak,

- ① **Close all faucets in your home.**
- ② **Watch the pilot mark on the water meter in the meter box (shown by the green arrow in the above figure) for approximately a minute. If the pilot mark is rotating, there may be a water leak.**

If you cannot pinpoint the location of the water leak, contact a water supply contractor listed at the end of this pamphlet to have your pipes and faucets checked.

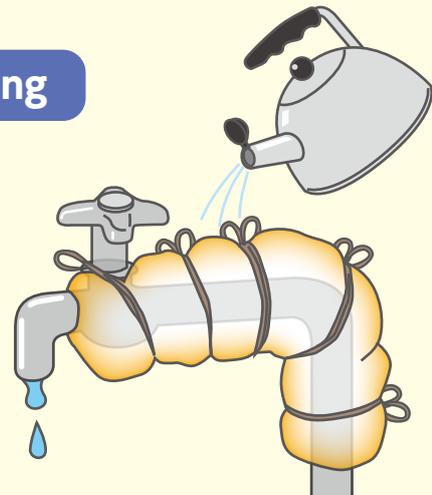
3 Ensure Easy Access to Your Water Meter Box

To calculate your water fee, a meter reader will visit your home to check your water meter. If there is anything placed on the meter box, the meter reader will not be able to check the meter, so please be sure not to park your car or place any object on the meter box. Additionally, if you have a dog, please keep it on a leash so the meter reader can work safely.



4 How to Keep Water Pipes from Freezing

In sub-zero temperatures, faucets and water pipes may freeze so that no water comes out or they eventually break. Outside faucets and pipes that are near the ground or a wall or that are exposed to strong winds are particularly susceptible to freezing. Wrapping a cloth around them will keep them from freezing readily, but if they do freeze, pour warm water over them (note that pouring hot water may cause pipes to rupture).



5 Where to Contact when Starting or Canceling Water Services

Contact the Water Supply Division in the following cases.

- ① When you wish to start receiving water services
- ② When you wish to cancel water services
- ③ When changing the name of the person receiving water services
- ④ When changing the address for receiving notices

Confirm the address where you wish to start/cancel water services or make a change, and contact the Water Supply Division two to three days in advance. Note that the office is closed on Saturdays, Sundays, national holidays and the year-end/new year holiday.

