

水道のご利用（約款）について
Waterworks Information
Terms & Conditions of Use

豊橋市上下水道局

Toyohashi City Waterworks & Sewerage Bureau

● Terms & Conditions of Use（水道の使用について）

Upon using the services of the Toyohashi City Waterworks & Sewerage Bureau (hereinafter “Waterworks”), the terms and conditions of the Waterworks Water Supply Contract, as ordained by official supply regulations (Toyohashi City Waterworks Service Water Supply Regulations) will serve as the terms and conditions of your contract.

The primary terms and conditions of use are as follows. Please see the Toyohashi City Waterworks & Sewerage Bureau’s homepage (URL: <https://www.city.toyohashi.lg.jp/water/>) for the full “Toyohashi City Waterworks Service Water Supply Regulations” document.

- In the event of an accident, disaster, or unavoidable situation, or in the event that a water pipe needs to be replaced for the public good, water outages may occur, and temporary water supply suspensions or limitations on water usage may be issued by the Waterworks if necessary.
- Metered water rates (water usage fees) are calculated based on water meter measurements. Please ensure that your water meter can be properly inspected at all times.
- It is the responsibility of the user of the Waterworks’ services or the manager/holder of the water meter (hereinafter “Waterworks User”) to properly maintain and manage it.
- If a water meter is lost or damaged as a result of improper use or management, we will ask for compensation equal to the amount of damages.
- If you would like to terminate your services with The Waterworks, please contact the Waterworks & Sewerage Bureau’s “Customer Billing Center” at least two business days in advance.
- If there are any changes to the Waterworks User, please contact the Waterworks & Sewerage Bureau’s “Customer Billing Center” as soon as possible.
- Please properly maintain all water supply equipment to prevent leaks and water contamination.
- If there are any abnormalities with your tap water, please contact the Toyohashi City Waterworks & Sewerage Bureau immediately.
- If there are any abnormalities with your water supply equipment, please send a request for repairs to one of Toyohashi City’s Designated Water Supply Equipment Installation Business Entities. Any fees related to the repair of water supply equipment will be the responsibility of the Waterworks User.
- The Waterworks User will be asked to pay for water bills. Moreover, Waterworks Users who share water supply equipment bear a shared responsibility to pay for water bills.
- We will collect the payment for water bills once every two months. The amount of water used (the basis on which water bills are calculated) will be determined by a single water meter inspection every two months. Two months’ worth of water usage will be calculated as the water usage of the month on which the water meter was inspected, plus the water usage of the month prior. In this case, the total amount of water used can be viewed as the average of both months. In the event of a change of residence, water meters may be inspected, and water usage/water usage fees will be calculated as necessary.
- If Waterworks services are started or terminated during the middle of the month, the flat rates (basic service fees) for that month will be half the normal amount if the total amount of service days for that month is less than 15 days. If the amount of service days for that month is 15 days or more, then the full amount of basic service fees will be charged.
- If water bills are not paid by the deadline, we will send out a notice of overdue payment.
- If the structure or materials of water supply equipment does not conform to the structure and material standards of water supply equipment, as outlined in Article 6 of the Order of Enforcement of the Waterworks Act, the supply of water will be stopped until water equipment standards are met.
- If water supply equipment was not installed by a Waterworks Service Manager (hereinafter “Manager”) or a Toyohashi City Designated Water Equipment Installation Business Entity, then the supply of water may be stopped. However, if water supply equipment conforms to the small modifications permitted for water supply equipment, as established in Section 2, Article 16.2 of the Ministry of Land, Infrastructure, Transport and Tourism’s Waterworks Act, or if the aforementioned water supply equipment conforms with the structure and material regulations outlined in Article 6 of the Order of Enforcement of the Waterworks Act, then the supply of water will not be stopped.
- We will stop the supply of water in any of the following situations:
 - ① Failure to pay for water bills and/or service fees, etc. by the payment deadline.
 - ② Refusing or obstructing the measurement of the amount of water used for no legitimate reason.
 - ③ Refusing to have completed installations of water supply equipment inspected, or failure to comply with related instructions for no legitimate reason.
 - ④ If water supply equipment is believed to contain pollutants or contaminants, or if water supply equipment is connected to water sources not under the management of the Waterworks and continues to be used despite warning.
- Additional fines may be imposed in any of the following situations:
 - ① Installing, remodeling, repairing, removing, or demolishing water supply equipment without first receiving approval from the Manager.
 - ② Refusing or obstructing, for no legitimate reason, the installation of water meters, measurements of the amount of water used, inspections of completed water equipment installations, or water supply stoppages.
 - ③ Considerable neglect of the maintenance and management of water supply equipment.
 - ④ Avoidance of water bill payment collections, fraud, or other illegal actions.

● Water Supply & Sewerage Service & Usage Fees（水道料金及び下水道使用金）

In principal, bills for flat rates and usage fees (hereinafter “fees”) are sent out every two months. However, these fees are calculated on a monthly basis. If the total sum of flat rates (basic service fees) plus metered rates (water usage fees) multiplied by the consumption tax rate results in a total amount with a remaining fraction of a yen (i.e. a decimal amount), then the total amount will be rounded down to the nearest whole yen.

① Water Supply Fees

Flat Rates

Water meter pipe diameter	Flat rate	Water meter pipe diameter	Flat rate	Water meter pipe diameter	Flat rate
13 millimeters	¥480	40 millimeters	¥6,900	150 millimeters	¥183,000
20 millimeters	¥1,310	50 millimeters	¥12,000	200 millimeters	¥378,000
25 millimeters	¥2,250	75 millimeters	¥32,400		
30 millimeters	¥3,500	100 millimeters	¥66,100		

Water Usage Fees

Usage type	Metered water rates				
General use	10 cubic meters or less	Between 10 to 20 cubic meters	Between 20 to 50 cubic meters	Between 50 to 100 cubic meters	More than 100 cubic meters
	Price per cubic meter ¥57	Price per cubic meter ¥85	Price per cubic meter ¥121	Price per cubic meter ¥189	Price per cubic meter ¥269
Special purpose	Price per cubic meter				¥289

② Sewerage Usage Fees (Public Sewerage)

Type	Flat rate	Metered wastewater rates				
General use	¥770	10 cubic meters or less	Between 10 to 20 cubic meters	Between 20 to 50 cubic meters	Between 50 to 100 cubic meters	More than 100 cubic meters
		Price per cubic meter ¥10	Price per cubic meter ¥120	Price per cubic meter ¥190	Price per cubic meter ¥270	Price per cubic meter ¥300
Special purpose	Price per cubic meter				¥300	

③ Sewerage Usage Fees (Regional Sewerage)

Type	Flat rate	Metered wastewater rates				
General use	¥900	10 cubic meters or less	Between 10 to 20 cubic meters	Between 20 to 50 cubic meters	Between 50 to 100 cubic meters	More than 100 cubic meters
		Price per cubic meter ¥10	Price per cubic meter ¥140	Price per cubic meter ¥220	Price per cubic meter ¥310	Price per cubic meter ¥350
Special purpose	Price per cubic meter				¥350	

● Notifications（届け出について）

In the event of any of the following, please make sure to contact the Customer Billing Center (Okyakusama Ryoukin Center).

- Please submit an application if you would like to:

Begin your services → “Application for Waterworks Services”
(Shiyou Kaishi no Moushikomi)

Terminate your services → “Application for Termination of Waterworks Services”
(Shiyou Chuushi no Moushikomi)

※If you would like to terminate your services, please apply at least two business days in advance.

Please note that if you do not apply for a termination of services, you will still be charged for flat rates (basic service fees) even if you do not use any water.

- Applications by phone

Phone number : 0532-51-2712

Reception hours : 8:30 am to 5:15 pm (closed on weekends and holidays)

- Online applications (24 hours a day)

Toyohashi City Waterworks & Sewerage Bureau Homepage

URL: <https://www.city.toyohashi.lg.jp/water/>

Navigation: 「水道使用開始・中止のお申込み」

Water Supply Connection & Termination of Services Applications

※Our online service is available 24 hours a day. However, there may be times when our system is down (without prior notice) due to maintenance or other reasons.

※We may contact you by phone to confirm the details of your application.

- Please contact us if you would like to change:

- The Waterworks User's name
- The billing address (address where your bill is sent)

<Contact Information>

Toyohashi City Waterworks & Sewerage Bureau
Customer Billing Center

☎ (0532) 51-2712