

**For
reference**

Guide to Using Waterworks



Noda City Waterworks Department

This guide covers matters regarding waterworks, from the procedure for tuning on the water supply to fee payments, a table of water fees, and cautions to take when using water.

Keep this guide close at hand for reference.

How to Carry Out Procedures

Carry out
the procedure
3–4 days in
advance.

You must carry out designated procedures in the following circumstances.

To prevent various problems, the Waterworks Department processes ownership changes and billing address changes using the Notification of Change in Water Supply Contract provided by the customer. You must make notification when turning on or turning off the water supply, when there is a change in user, etc. Please submit notification promptly when making a change.

◆When turning on the water supply (moving in/change of address)

Noda City Water Supply Ordinances comprise the content of the contract.

- Before turning on the water supply, contact the Customer Service Center regarding the following information either by telephone or online (see the page at right), or submit the Application for Water Supply Contract (postcard).

(1) User name (2) User address (water tap location) (3) Start date (4) No. of users (5) Tel. no.

- Please carry out the procedure 3–4 days in advance since you may not be able to immediately use the water on the day you contact the Customer Service Center.

When water won't come out

Turn the stopcock (water shut off valve) next to the meter inside the meter box to the left.

◆When turning off the water supply (moving out/change of address)

- When turning off the water supply, contact the Customer Service Center regarding the following information either by telephone or online (see the page at right), or submit the Notification of (Cancelling/Discontinuing) Water Service Installation.

(1) Customer no. (water tap no.) (2) User name (3) Cancellation date (4) New address (5) Tel. no.

- On the day the water is turned off, the meter reading will be confirmed and the water charge adjusted.
- Be aware that if notification is not received, you will be charged for the water supply even after moving.

◆When there is a change in owner/user

- When the water supply user changes, please contact the Customer Service Center by telephone.
- When the owner changes due to purchase/sale, rental, inheritance, etc., please submit the Notification of Change in Water Supply Contract to the Customer Service Center.
- Please submit the notification prior to the change as it impacts the switchover in fees, etc.

◆When newly installing a water meter

Contact the Waterworks Department. (See the contact information at the end of this guide.)

◆When the water supply is suspended (or the meter is removed)

Contact the Waterworks Department. (See the contact information at the end of this guide.)

**Procedures for turning on/off the water supply, etc.
can be completed online!**

Procedures that can be completed online

1. Application to turn on the water supply
2. Application to turn off the water supply
3. Application to simultaneously turn off and turn on the water supply
(when changing address within the city)
4. Application to change the name of the water supply user
5. Request for delivery of various applications

Visit the website below for online procedures

<http://www.city.noda.chiba.jp/suido/1028372/index.html>



Important notice

- When carrying out procedures online, you can apply between 1 month and 2 business days prior to the start date and cancellation date. At all other times, apply in person at the counter or by telephone.
- You must supply an email address so that emails regarding completion of arrangements, etc. can be sent.
- The procedure for account transfers cannot be carried out online. Apply at the counter of financial institutions that handles account transfers.



Noda City Water Department mascot

Mizuka-chan

From Meter Reading to Payment

Meter Reading

- The reading of water meters is outsourced to private companies.
- The person in charge is a meter reader who wears a name tag and carries identification.
- Meters are read once every 2 months between the 1st and 7th of the month and a meter-reading slip will be placed in your mailbox, etc.

Billing

A Billing Notice is sent out once every 2 months after the middle of the month in which the meter is read.

*A Billing Notice is not sent to customers paying by account transfer or credit card.

Payment Due Date

The payment is due on the last day of the month in which the meter is read
(or the following business day if that day is a business holiday for the financial institution).

Payment

Payment by account transfer

Payment is transferred from a designated account on the last day of the month in which the meter is read.
(The payment due date is the date of transfer.)

Payment by Billing Notice

A Billing Notice is sent out after the middle of the month in which the meter is read.
Please pay by the payment due date.

Payment by credit card

Since the payment date, etc. differs by credit card company, check the credit card statement issued by the credit card company regarding usage, scheduled payment date, etc.

Payment by smartphone

This method of payment uses an app for smartphones, etc. to read the barcode printed on the Billing Notice.

- PayPay bill payment (available up to 300,000 yen)
- J-Coin bill payment
- d-barai bill payment
- au PAY (bill payment)
- PayB

(All payment limits are below 300,000 yen)

～ ・ ～ ・ ～ Thank you for your cooperation ～ ・ ～ ・ ～

Meter reading & meter replacement

Customers are asked to place the meter in an easy-to-read location so that the meter reader can read it correctly and promptly detect water leaks.

◎Meter reading

- Do not place anything on top of the meter box.
- Do not let your dog run unleashed. Keep your dog tied up away from the meter box.
- Keep the inside of the meter box clean and free of trash, etc.

◎Meter replacement

- Meters are periodically replaced as the period of validity prescribed by law is 8 years.
You will be notified of the replacement period in advance by postcard/flier.
Your cooperation is appreciated.

How to read the “Notice of Water Consumption/Fees (meter-reading slip)”

使用水量・料金等のお知らせ			
野田市中根999-99			
水道 太郎			
令和 5年 8月～令和 5年 9月使用分		検針員	検針 花子
①	今回指針	1000 m ³	検針日 10月 1日
②	(-) 前回指針	1 m ³	8月 1日
③	(+) 旧メーター水量	0 m ³	
④	今回ご使用水量	999 m ³	
④	汚水排除量	999 m ³	
水道料金		999,999 円	
⑤	(内消費税額 10%)	99,999 円	
下水道使用料		999,999 円	
⑤	(内消費税額 10%)	99,999 円	
⑥	合計料金	999,999 円	
⑦ ◎口座振替日、納入期限は 令和 99 年 99 月 99 日です。			
⑧	上水道	野田市水道事業会計 (T6-8000-2000-1197)	
⑧	下水道	野田市下水道事業会計 (T7-8000-2000-1196)	
お客様番号		確認コード	
⑨ 123456789-12		⑩ 1234-5678-9012	
地区番号		メ-タ-番号	口 径
1234-1234-1234-12		12345	20
⑪ 水道料金・下水道使用料振替済のお知らせ (口座振替用)			
令和 5年 6月～令和 5年 7月使用分		令和 5年 7月31日振替	
水道料金		999 m ³	999,999 円
(内消費税額 10%)			99,999 円
下水道使用料		999 m ³	999,999 円
(内消費税額 10%)			99,999 円
合計料金			999,999 円
通信欄			
<p>◎次回検針は 令和 5 年 12 月 1 日～7 日頃の予定です。</p> <p>◎メーター付近に犬をつないだり、物品を置かないでください。なお、検針不可能の際は、使用水量を認定いたします。</p> <p>口座振替およびクレジット払い以外の方は今月中旬以降に郵送するはがきによる納入通知書で納入してください。</p> <p>このお知らせ票での料金の納入はできません。</p> <p>■検針についてのお問い合わせ先</p> <p>野田市水道料金等収納事務受託者</p>			

① Previous/current meter reading indicator number, date of meter reading

② Water quantity at time of meter replacement

When the meter has been replaced, this indicates water consumption from the previous date of meter reading until the meter replacement date.

③ Current water consumption

④ Wastewater discharge volume

*Wastewater discharge volume is displayed only for customers using public sewerage.

⑤ Applicable tax rate and consumption tax amount

⑥ Scheduled billing amount

⑦ Payment due date

⑧ Invoice registration business number

⑨ Customer no.

Use this number when making inquiries.

⑩ Confirmation code

This number is necessary when applying for payment by credit card.

⑪ Notification of completed account transfer

This shows the date of account transfer for the previous meter reading, amount of completed account transfer, etc.

- ◆ This “Notice of Water Consumption/Fees” cannot be used to pay charges.
- ◆ This “Notice of Water Consumption/Fees” is never used to collect payment of fees, etc.
- ◆ The meter reader carries identification.

Payment Methods for Water Fees

◎ You can choose from the following payment methods:

- (1) account transfer (2) Billing Notice (3) credit card (4) smartphone

(1) Payment by account transfer

Payment by account transfer is a convenient way to pay. Apply to the financial institution where you have an account and the fees will automatically be deducted from that account.

◆ How to apply

Apply to one of the designated financial institutions, etc. at which you wish to set up payment by account transfer.

○ Designated financial institutions, etc.

Chiba Bank	Resona Bank	Sumitomo Mitsui Trust Bank
Chiba Kogyo Bank	Saitama Resona Bank	Musashino Bank
Mizuho Bank	Keiyo Bank	Tokyo Bay Shinkin Bank
MUFG Bank	Higashi-Nippon Bank	Chuo Labour Bank
	JA Chiba Tokatsu	

*MUFG Bank, Sumitomo Mitsui Bank, Resona Bank, and Mizuho Bank only handle payments by account transfer.

Japan Post Bank/post offices

Japan Post Bank and post office locations nationwide can be used for payment by account transfer.

Payment by Billing Notice is limited to Chiba, Kanagawa, Tokyo, Saitama, Ibaraki, Tochigi, Gunma, and Yamanashi prefectures.

◆ Items required to complete the procedure

- (1) Account Transfer Request Form

Use the request form issued by the Waterworks Department or the request form provided by financial institutions in the city. If you wish to make an application at a financial institution outside the city, please contact the Customer Service Center, and the Account Transfer Request Form will be sent to your home.

If you wish to utilize Japan Post Bank/post offices, use the dedicated request form provided by Japan Post Bank.

- (2) A receipt, meter-reading slip, etc. that has the customer no.
(water tap no.)
(3) The registered seal used at the financial institution, etc.
(4) Account no.

◆ Date of account transfer

The last day of the month in which the meter is read (or the following business day if that day is a business holiday for the financial institution)

◆ Start date of account transfer

- The start date for payment by account transfer will be 1–2 months after application is made.
- A Billing Notice will be sent up until completion of the application process.

(2) Payment by Billing Notice

A Billing Notice is sent out after the middle of the month in which the meter is read. Please make payment by the payment due date at a designated financial institution, convenience store, or the Customer Service Center.

○Convenience stores

FamilyMart	7-Eleven	Poplar
Ministop	Hasegawa Store	Lawson
Seikatsu Saika	Kurashi House	Three Eight
Convenience stores with Multimedia Kiosks (MMK)		
Seicomart	Taie	Hamanas Club
		Lawson Store 100
New Yamazaki Daily Store		Yamazaki Daily Store
Yamazaki Special Partner Shop		Daily Yamazaki

○Other

Noda City Waterworks Department Customer Service Center (8:30 a.m.–8:00 p.m.)
Chiba Bank, Noda City Hall Branch (9:00 a.m.–4:00 p.m.)

(3) Payment by credit card

To make a credit card payment, go online using a PC or smartphone and use “F-REGI Utility Bill Payment” offered by F-REGI Co., Ltd.

- Eligible fees, etc.: water fees, sewerage fees, disconnection fees
Users who use a 13mm, 20mm, or 25mm-diameter water meter.
The total one-time billing amount can only be up to 100,000 yen.
- Payment method: Ongoing basis (Identical to account transfer, payment can be made on an ongoing basis once the user is registered.)
- Handling Fee: Free (*Users are responsible for cost of the internet connection.)
- Accepted credit cards: Cards with the following brand logos



- Application Method: Access the “F-REGI Utility Bill Payment” website using the link below.

After confirming the precautions, follow the instructions on the screen and apply by providing the customer no. and confirmation code printed on the Notice of Water Consumption/Fees issued by the meter reading.

“F-REGI Utility Bill Payment” website

https://suido.f-regi.com/fc/noda_city/



(4) Payment by smartphone

Payment by smartphone uses an app for smartphones, etc. to read the barcode printed on the Billing Notice.

Payment can be easily made anytime, 24 hours a day, without having to go to a financial institution or convenience store.

◆Applicable smartphone payment apps All payment limits are below 300,000 yen

- PayPay bill payment
- J-Coin bill payment
- d-barai bill payment
- au PAY (bill payment)
- PayB

◆How to use

You must download the app(s) to your smartphone and charge money to the app(s) in advance. (For PayB, register your financial institution account.) Check each company's website for instructions on how to register and charge money.

◆Websites for each smartphone payment service

PayPay bill payment

<https://paypay.ne.jp/event/bill-payment/>



J-Coin bill payment

<https://j-coin.jp/user/bill-payment/>



d-barai bill payment

https://service.smt.docomo.ne.jp/keitai_payment/guide/invoice/?dcmancr=af1ff98f4086608e.1629097205991.4837.1629097211964_302295833.1629094429_171



au PAY (bill payment)

<https://wallet.auone.jp/contents/lp/billpayment/>



PayB

<https://payb.jp/>



◆Precautions common to each smartphone payment service

1. There are no handling fees, but customers are responsible for any data fees related to downloading or using smartphone settlement apps.
2. Receipts are not issued for payments made by smartphone. If you need a receipt, pay at one of the financial institutions or convenience stores printed on the back of the payment slip. You can confirm payment history through email notifications (messages) sent from the payment service provider or the payment history within the app (transaction history).
3. Payments at financial institutions or convenience store counters, etc., are cash only. Payments cannot be made using a smartphone app.
4. After paying, you will still be in possession of the payment slip that does not have a stamp of receipt. Be careful to avoid paying fees twice.

Water Fees

- The water fee is the total amount of a basic fee that is charged according to the meter diameter regardless of whether any water is used, and a meter rate charged according to water consumption.

Water Fee Calculation Table

Calculation table (for 2 months of use)

(The table below includes tax)

Calculation table (for 2 months of use)		(The table below includes tax)				
Diameter	Basic fee	Meter rate (per 1m³) unit cost per water consumption				
		–20m³	21m³– 40m³	41m³– 80m³	81m³– 200m³	201m³–
13mm	¥3,256.00	Basic fee only	¥115.50	¥198.00	¥291.50	¥357.50
20mm	¥4,070.00					
25mm	¥4,906.00					
40mm	¥7,964.00	¥104.50				
50mm	¥12,034.00					
75mm	¥25,696.00					
100mm	¥42,218.00					
150mm	¥89,540.00					
200mm	¥123,178.00					

- ◆ Confirm the diameter of the meter on the meter-reading slip.
- ◆ For the first meter reading, etc., the water fee may differ from the above calculation table, depending on the period of use.
- ◆ There is a ¥500 fee for disconnecting the tap when turning off the water supply.



Noda City Water Department mascot

Suippi

◆ Calculation methods for water fees

$$\text{Basic fee} + \text{Meter rate} = \text{Billing amount}$$

Example: If the meter diameter is 13mm and the water consumption for 2 months is 50m³

Basic fee 13mm-diameter meter: ¥3,256.00

Meter rate Water consumption: 50m³

(Only the basic fee is charged for 0m³–20m³.
No meter rate is charged.)

21m³ – 40m³: 20m³ × ¥115.50 = ¥2,310

41m³ – 50m³: 10m³ × ¥198.00 = ¥1,980

Total: ¥4,290

The unit cost per water consumption differs for the meter rate.

- 0m³–20m³
No meter rate
- 21m³–40m³
¥115.50 per 1m³
- 41m³–50m³
¥198.00 per 1m³

The water fee for 2 months in this case...

Basic fee
¥3,256.00

+

Meter rate
¥4,290.00

=

Water fee
¥7,546

(Less than ¥1 is omitted)

Table of Water Fees

13mm diameter (for 2 months of use)

Water consumption (m ³)	Fee (¥)	Water consumption (m ³)	Fee (¥)	Water consumption (m ³)	Fee (¥)	Water consumption (m ³)	Fee (¥)
0	3,256						
1	3,256	41	5,764	81	13,777	121	25,437
2	3,256	42	5,962	82	14,069	122	25,729
3	3,256	43	6,160	83	14,360	123	26,020
4	3,256	44	6,358	84	14,652	124	26,312
5	3,256	45	6,556	85	14,943	125	26,603
6	3,256	46	6,754	86	15,235	126	26,895
7	3,256	47	6,952	87	15,526	127	27,186
8	3,256	48	7,150	88	15,818	128	27,478
9	3,256	49	7,348	89	16,109	129	27,769
10	3,256	50	7,546	90	16,401	130	28,061
11	3,256	51	7,744	91	16,692	131	28,352
12	3,256	52	7,942	92	16,984	132	28,644
13	3,256	53	8,140	93	17,275	133	28,935
14	3,256	54	8,338	94	17,567	134	29,227
15	3,256	55	8,536	95	17,858	135	29,518
16	3,256	56	8,734	96	18,150	136	29,810
17	3,256	57	8,932	97	18,441	137	30,101
18	3,256	58	9,130	98	18,733	138	30,393
19	3,256	59	9,328	99	19,024	139	30,684
20	3,256	60	9,526	100	19,316	140	30,976
21	3,371	61	9,724	101	19,607	141	31,267
22	3,487	62	9,922	102	19,899	142	31,559
23	3,602	63	10,120	103	20,190	143	31,850
24	3,718	64	10,318	104	20,482	144	32,142
25	3,833	65	10,516	105	20,773	145	32,433
26	3,949	66	10,714	106	21,065	146	32,725
27	4,064	67	10,912	107	21,356	147	33,016
28	4,180	68	11,110	108	21,648	148	33,308
29	4,295	69	11,308	109	21,939	149	33,599
30	4,411	70	11,506	110	22,231	150	33,891
31	4,526	71	11,704	111	22,522	151	34,182
32	4,642	72	11,902	112	22,814	152	34,474
33	4,757	73	12,100	113	23,105	153	34,765
34	4,873	74	12,298	114	23,397	154	35,057
35	4,988	75	12,496	115	23,688	155	35,348
36	5,104	76	12,694	116	23,980	156	35,640
37	5,219	77	12,892	117	24,271	157	35,931
38	5,335	78	13,090	118	24,563	158	36,223
39	5,450	79	13,288	119	24,854	159	36,514
40	5,566	80	13,486	120	25,146	160	36,806

*The fees include consumption tax (10%).

Table of Water Fees

20mm diameter (for 2 months of use)

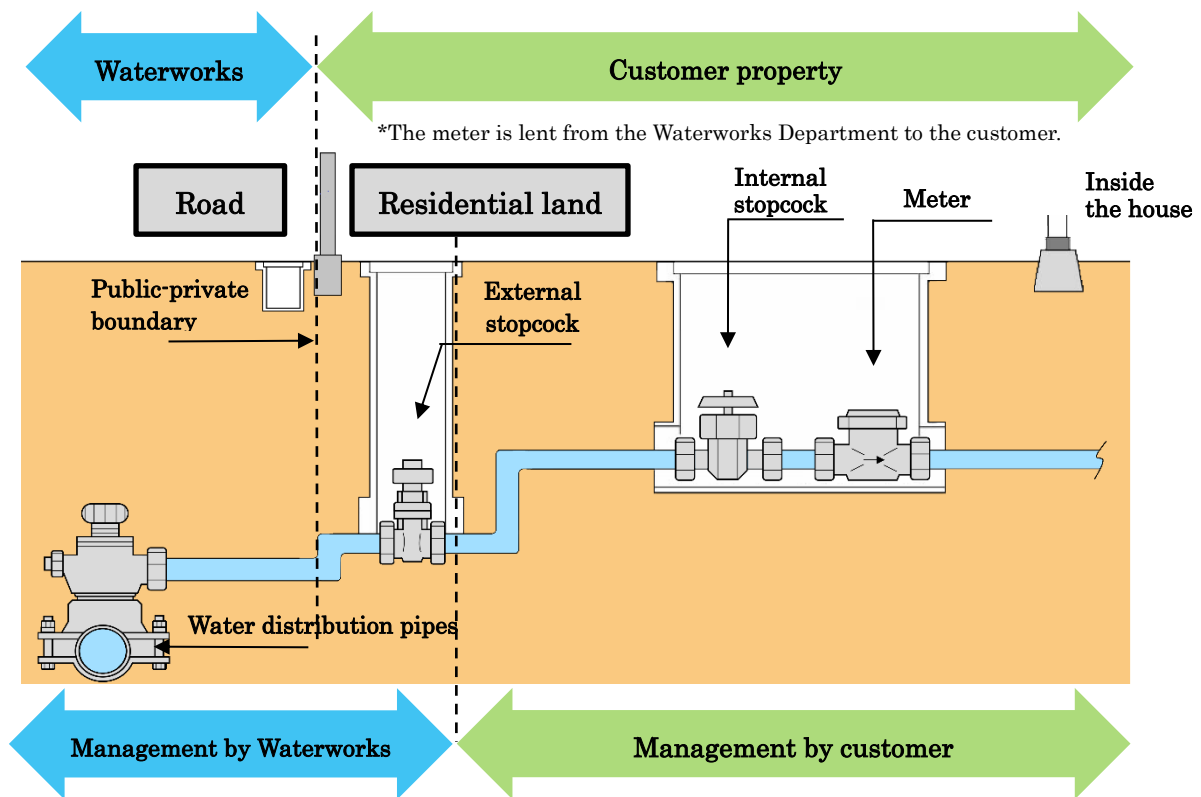
Water consumption (m³)	Fee (¥)	Water consumption (m³)	Fee (¥)	Water consumption (m³)	Fee (¥)	Water consumption (m³)	Fee (¥)
0	4,070						
1	4,070	41	6,578	81	14,591	121	26,251
2	4,070	42	6,776	82	14,883	122	26,543
3	4,070	43	6,974	83	15,174	123	26,834
4	4,070	44	7,172	84	15,466	124	27,126
5	4,070	45	7,370	85	15,757	125	27,417
6	4,070	46	7,568	86	16,049	126	27,709
7	4,070	47	7,766	87	16,340	127	28,000
8	4,070	48	7,964	88	16,632	128	28,292
9	4,070	49	8,162	89	16,923	129	28,583
10	4,070	50	8,360	90	17,215	130	28,875
11	4,070	51	8,558	91	17,506	131	29,166
12	4,070	52	8,756	92	17,798	132	29,458
13	4,070	53	8,954	93	18,089	133	29,749
14	4,070	54	9,152	94	18,381	134	30,041
15	4,070	55	9,350	95	18,672	135	30,332
16	4,070	56	9,548	96	18,964	136	30,624
17	4,070	57	9,746	97	19,255	137	30,915
18	4,070	58	9,944	98	19,547	138	31,207
19	4,070	59	10,142	99	19,838	139	31,498
20	4,070	60	10,340	100	20,130	140	31,790
21	4,185	61	10,538	101	20,421	141	32,081
22	4,301	62	10,736	102	20,713	142	32,373
23	4,416	63	10,934	103	21,004	143	32,664
24	4,532	64	11,132	104	21,296	144	32,956
25	4,647	65	11,330	105	21,587	145	33,247
26	4,763	66	11,528	106	21,879	146	33,539
27	4,878	67	11,726	107	22,170	147	33,830
28	4,994	68	11,924	108	22,462	148	34,122
29	5,109	69	12,122	109	22,753	149	34,413
30	5,225	70	12,320	110	23,045	150	34,705
31	5,340	71	12,518	111	23,336	151	34,996
32	5,456	72	12,716	112	23,628	152	35,288
33	5,571	73	12,914	113	23,919	153	35,579
34	5,687	74	13,112	114	24,211	154	35,871
35	5,802	75	13,310	115	24,502	155	36,162
36	5,918	76	13,508	116	24,794	156	36,454
37	6,033	77	13,706	117	25,085	157	36,745
38	6,149	78	13,904	118	25,377	158	37,037
39	6,264	79	14,102	119	25,668	159	37,328
40	6,380	80	14,300	120	25,960	160	37,620

*The fees include consumption tax (10%).

Administrative Areas for Waterworks

◆The ownership/administrative and maintenance

- Water piping within residential land from the public-private boundary is the customer's property, and the area from the external stopcock for water service falls within the scope of responsibility of the customer.
- If there is a water leak within residential land, the water fee becomes the customer's responsibility. When detecting water leaks is difficult because it is underground, etc., contact the Customer Service Center or Waterworks Department as it may be subject to a reduction in fees based on past usage amounts. However, the cost of the repair work for water leaks is the responsibility of the customer.



◆Construction work within residential land

- All new construction/remodeling/repair work within residential land shall be conducted by designated water service installation companies registered with the Waterworks Department.
- Be aware that construction work carried out by entities other than designated water service installation companies may be subject to reworking.

◆If you detect a water leak on the road

- If you detect a water leak on the road, please contact the Waterworks Department.
- If it is a major water leak, the water service will be suspended to carry out emergency repairs. Your cooperation is appreciated.

New Application for Water Supply

- Submit an Application for Water Service Installation Work to the Waterworks Department and pay the water service application fee.
- It is convenient to ask a designated water service installation company in Noda City to carry out the new application procedure.
- The construction cost for drawing water from water distribution pipes into residential land and the cost of piping work within residential land are separately required.
- Ask a designated water service installation company to carry out the work.

◆ Fees related to applying for water service

○ Water service application fee

Water supply pipe diameter	Amount of payment
13mm	¥110,000
20mm	¥317,900
25mm	¥561,000
40mm	¥1,714,900
50mm	¥2,860,000
75mm	¥8,796,700
100mm	¥18,095,000
150mm	Amount separately established by administrator
200mm	
Other	

*The above payment amounts include consumption tax (10%).

○ Fee

Design review fee	¥4,500
Final inspection fee	¥1,300
Water supply opening fee	¥500
Total	¥6,300

*Consumption tax is not applied to the above fees.

◇The above amounts do not include any construction work costs.

◆ Consultation before connecting the water

- Residential land development/buildings (condominiums, plants, large shops, etc.)/existing buildings

When the planned maximum water supply per day exceeds 4m³, the construction area exceeds 500m², the water supply system uses a direct connection boost, or installing direct connection water sprinkler equipment, consultation about water supply is required in advance.

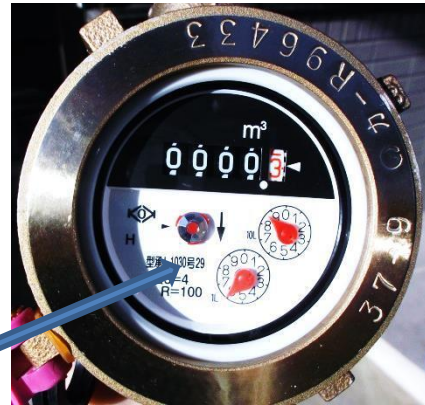
Method for Early Detection of Leaks in the Home

- The water meter pilot for homes can detect leaks in the home.
- Leaks from underground water service pipes are detected late and may damage residential land and buildings.
- Frequently check the pilot to detect residential leaks early.

◆ Check the water meter

Check whether **all faucets are turned off**. If the **pilot** is rotating, there may be a leak somewhere. (Check for approx. 30 sec.)

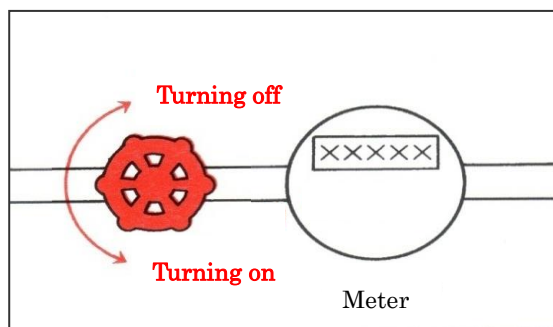
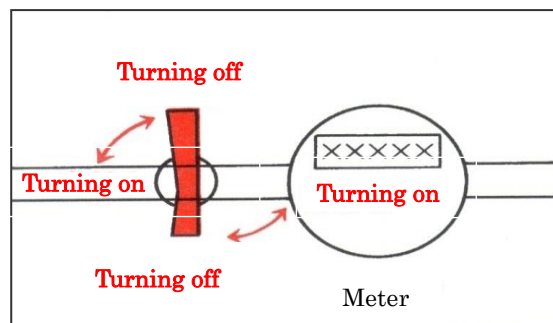
Immediately request an inspection by a designated water service installation company and quickly carry out repairs.



Pilot

- Be sure to make repairs immediately no matter how small the water leak, since the water fee will become surprisingly large if you leave it as is.
- Water leaks can be detected by the water meter. Frequently check the water meter and strive for early detection and repair.
- When a leak is detected, temporarily turn off the water with the stopcock inside the meter box and request repairs from a designated water service installation company.

There is a stopcock inside the meter box, so if you discover a leak, temporarily turn off the water with the stopcock.



The Water Being Supplied Is Safe

◆Water quality testing is regularly conducted

- The water that is supplied fulfills the water quality standards prescribed in the Water Supply Act.
- The results of water quality testing can be checked on the following website.
<http://www.city.noda.chiba.jp/suido/index.html>

Water quality testing matters prescribed in the Water Supply Act, etc.

3 Items: Color, turbidity, residual chlorine..... Daily

51 Items: General bacteria, E. coli, chemical substances, etc

..... Once every 3 months

25 Items: General bacteria, E. coli, certain chemical substances, etc

..... 8 times a year

The above are carried out to confirm safety.

In addition, radioactivity is also regularly measured, and no radioactive materials have been detected from the tap water.

Preparing for a Disaster

Response in the event of a disaster

- Responding with water supply stations

If an earthquake or other disaster occurs, designated water supply stations will be established at evacuation sites, schools, etc. specified in the Noda City Regional Disaster Prevention Plan.

*Check the Noda City website for evacuation sites near you!

- To prepare for a disaster, you should also make sure to keep water reserves in your home. [Aim for 3L per person.](#)

Preparations to have on hand at all times

—Be sure to always have stores of food, water, etc. in your home at all times—

◆Reserves of tap water

Fill up clean plastic containers, plastic bottles, etc. with water, making sure no air gets inside, then store in a cool place. The water will remain sterile for around 3 days. Water that is old can be used for purposes other than drinking.

◆Prepare containers for an emergency water supply

If you don't have containers to put water in, place a double layer of plastic bags in buckets, plastic cases for clothing, cardboard boxes, etc. and tie the bags closed to make improvised tanks that can store water.

◆Keep bathwater

Bathwater can be used to flush toilets and extinguish fires.

Storing supplies

The Waterworks Department stores water-related supplies such as water tank trucks, water tanks, water bags, etc. that are necessary during a disaster.

- ◎ 1 water tank truck (3,000L), 2 water tank trucks (2,000L): Mobile capabilities will be exercised, including replenishing tap water at evacuation sites and providing urgent transport to necessary facilities.
- ◎ 5 on-board water tanks (2,000L): Capable of establishing emergency water-supply stations.
- ◎ 74 water storage tanks (300L): Can be established at all 74 evacuation sites designated by the Regional Disaster Prevention Plan.
- ◎ 875 plastic containers (20L)
- ◎ Approx. 60,000 water bags (6L/10L)

Disaster-related agreements

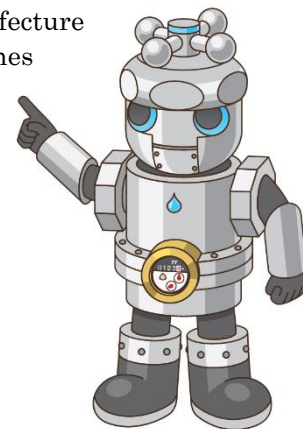
In preparation for disaster, the Waterworks Department has concluded cooperation agreements on disaster management with local government, private companies, and organizations.

If waterworks facilities, etc. are damaged, the agreement partners will be asked for assistance as needed. Expedient recovery efforts through the provision of emergency water supplies, supplies necessary for recovery, vehicles, human resources support, etc. will lead to early restoration of water services.

In addition, in May 2020 an agreement was concluded for supply of fuel, etc. in the event of a disaster between Noda City and the Noda Branch of the Chiba Prefecture Petroleum Cooperative. During a disaster, this enables a supply of fuel such as gasoline, diesel oil, and heavy oil used for emergency vehicles, emergency generators, etc. on a priority basis.

Agreement partners

- Chiba Prefecture, 12 water supply businesses and 37 water utility businesses in Chiba Prefecture
- Members of the Japan Water Works Association Chiba Prefecture Branch, Kanto Regional Branch, and other regional branches
- Nagareyama City
- Noda City Plumbing Contractor's Association
- Toshiba Corporation
- Yokogawa Electric Corporation Hamano Office
- Fukui-denki, Ltd.
- Aktio Corporation Kashiwa Office
- Shinko Juki Co., Ltd. Noda Office
- Kanamoto Co., Ltd. Noda Office
- Chiba Lease Kogyo Corporation Noda Office
- Komei MFG. Co., Ltd.
- Fujiyoshi Kanzai Co., Ltd.
- DK Corporation
- Chiba Prefecture Petroleum Cooperative Noda Branch



Noda City
Water Department mascot
Robokan

Beware of Deceitful Businesses

- There have been incidents in which a person pretending to be personnel from the Waterworks Department or an outsourced contractor claims to carry out a “free inspection” or “required cleaning,” only to later demand a high fee.
- The Waterworks Department never conducts services such as cleaning of water pipes, sales of water purifiers, or water quality checks, or work that has not been requested.
- Waterworks Department personnel and meter readers/staff from the Customer Service Center always wear a name tag and carry identification. Ask for identification to confirm identity.
- If you have any suspicions, immediately contact the Waterworks Department.

Specific examples

- (1) Dripping a DPD reagent into tap water, turning it pink to show the tap water is contaminated.
→ This is an experiment that uses a chemical reaction of residual chlorine to make a false claim.
- (2) Placing 2 electrodes into tap water and passing electric current through them, causing brown sediment to appear.
→ The electrode's iron and aluminum are dissolved, so the sediment does not come from the tap water.
- (3) When you ask a contractor who came to your home to “clean water pipes” and are told there is “iron rust” so you purchase an expensive water activator.
→ A contractor will never sell anything on the pretense of making home visits. In addition, a water activator should only be purchased after giving due consideration to whether it is necessary.

Cautions Concerning Using Water Services

Prevent accidents such as water leaks by conducting regular inspections and being prepared.

The following situations may indicate a water leak.

◆Toilet

- Do you hear water running even when the toilet is not being used?

◆Water heater (boiler, electric water heater, etc.)

- Is it always wet under the water heater, or is water flowing from the drain pipe?

◆Other situations

- The wall or floor where there is piping is always wet.
- Clean water is always flowing in the private infiltration inlets.
- A constantly dripping faucet
- Water flowing from the water storage tank

How to check for water leaks

- **You can easily check whether there is a water leak using the meter.**
 - (1) Turn off all faucets in the residential site.
 - (2) Check the silver-colored pilot to the center left of the meter.
 - (3) If the pilot is rotating, there may be a water leak.

Contact the following

- **Request repairs from a nearby designated water service installation company in Noda City.**
*To find a repair company, go to the Noda City Waterworks Department website and refer to the list of designated water service installation companies in Noda City.

Beware of water pipes freezing in winter!

In seasons that have temperatures below freezing, water pipes may freeze and become damaged when located in shadow or exposed.

• **To prevent freezing**

It is effective to wrap water pipes that are in shadow, outdoors, or exposed to strong wind in cloth or heat insulating material just up to the faucet and secure with plastic tape.

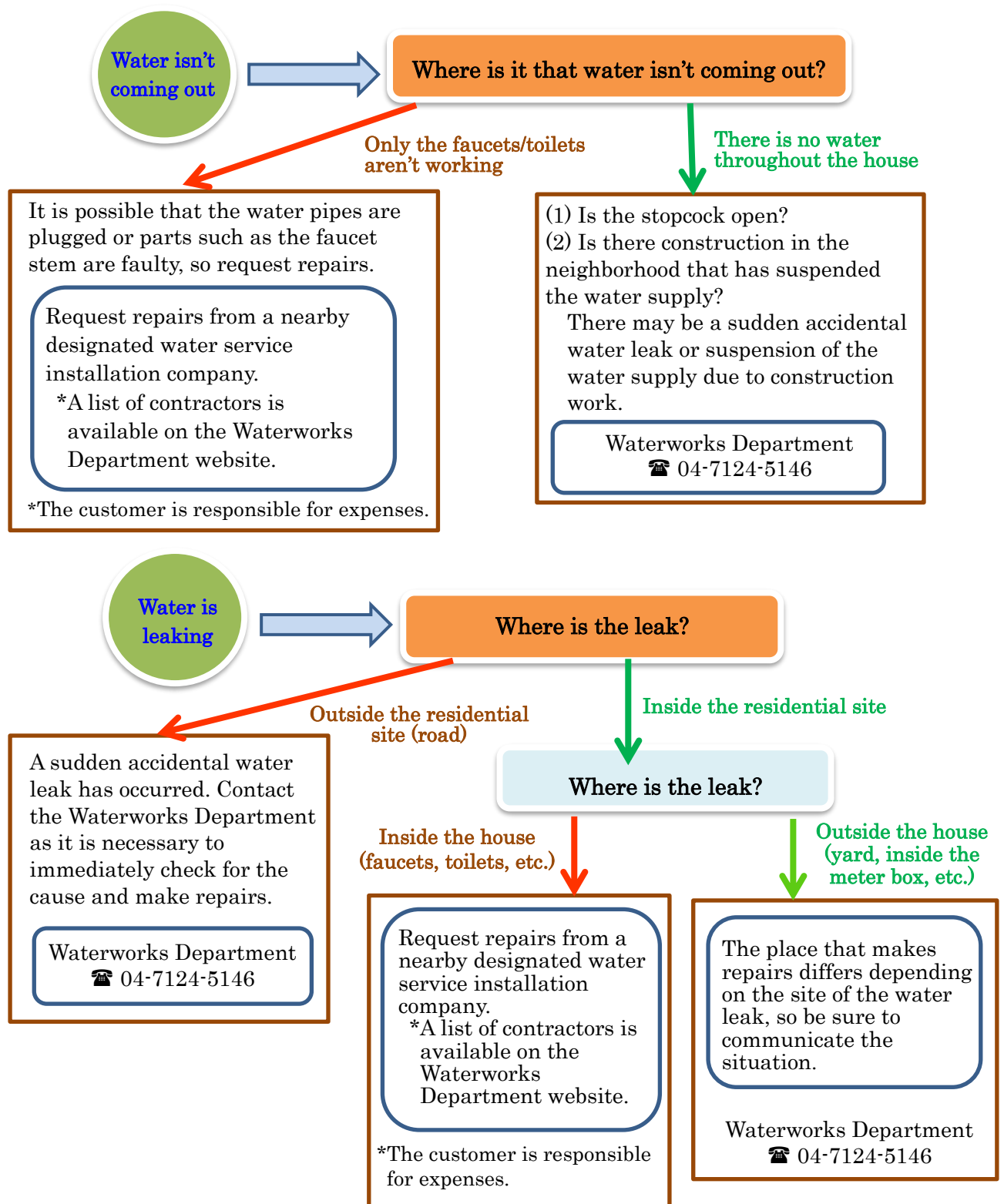
For the meter, placing cloth or foamed polystyrene inside the meter box is effective.

• **If the pipes freeze**

Wrap the frozen part of the water pipe in a towel or cloth and slowly pour warm water over it. *If you pour hot water over the water pipes they may burst.

When Problems Happen

When damage or trouble happens, stay calm and first ascertain the situation.
Then call for help for a quick solution!



Other Problems

Questions	Causes and steps to take	Contact information
When you don't know the location of the meter/stopcock	They are installed in front of the home entrance, on the boundary between the road and residential site, in the pipe space, etc. If you do not know, please contact the Customer Service Center.	Customer Service Center ☎04-7122-5959
Water keeps flowing even when the stopcock is turned off.	There may be damage due to age deterioration, etc. Please contact the Waterworks Department first.	Waterworks Department ☎04-7124-5146
When water flow is poor	When water flow becomes poor depending on the time of day, an inspection is necessary. Please contact the Waterworks Department first.	
A problem with the water gate valve, fireplug, etc. on the road	Deterioration due to age, etc. may have caused deformation. Please contact the Waterworks Department for repairs.	
The lid of the meter box is cracked.	The meter box belongs to the customer, so repair expenses are borne by the customer.	Designated water service installation companies in the vicinity *A list of contractors is available on the Waterworks Department website.

If there is a problem,
please contact the
Waterworks Department.

Noda City Water Department mascot

Mizuka-chan



How to Use Water Wisely

Ways to save water in daily activities

Do not waste water

(1) Take care to turn off the faucet

Take care to turn on and off the faucet. Cutting down your water usage by 5 min. saves approx. 30L of water.

(2) Toilet lever: Use the small and large flush lever for different water strengths

Choose which way to push the lever according to the water strength needed.

Do not flush twice (saves approx. 6–10L of water). Use the small and large flush lever for different water strengths.

(3) Use a cup to rinse your mouth when brushing your teeth and a bucket for washing your car.

Not letting the water run is key.

When brushing your teeth, rinsing your mouth using 3 cups of water saves approx. 17L of water each time compared to letting the water run from the faucet for 3 min.

Washing your car with 5 buckets of water saves approx. 190L of water each time compared to washing your car with a hose for 20 min.

(4) Take care to turn off the shower

Take care to turn on and off the shower. Cutting down your water usage by 3 min. saves approx. 36L of water.

(5) Wash vegetables and dishes in a tub of water

Letting the water run while washing requires approx. 60L of water, but washing in a tub of water takes approx. 30L of water.

Reuse water

(1) Use bathwater for laundry and other purposes

Using bathwater for laundry, cleaning, watering plants, washing your car, etc. will save approx. 100L of water!

(2) Wisely use the water left over from washing rice

The leftover rice water can be used for many things.

It is perfect for washing floors, watering plants, and cooking.

(3) Use cooking liquid to wash dishes

Soaking dishes in cooking liquid makes it easier to clean off debris. Rinsing is also easy.

For Even Better-tasting Water

(1) Boil tap water

When the water comes to a boil, do not immediately remove from heat.

Continue boiling uncovered for 2–3 min.

(2) Leave the water to sit

Take off the lid and cool at room temperature.

(3) Chill in the refrigerator

Pour into a container and chill in the refrigerator.

It will taste the best at 10–15°C.

*Water that has been boiled will lose its sterility, so it should be consumed within 1–2 days.

When following conditions occur

● Red, cloudy water (rust-colored water)

If rust-colored water suddenly appears:

Water may turn reddish when rust in the pipes break off due to waterworks construction, an accident, the immediate result of a suspension in water supply, or a change in water pressure. In these instances, run the water for a while and it will become clean.

● White, cloudy water

Aeration:

If you fill a transparent cup with water and it turns clear from the bottom up after being left for 1–2 min., then the cause is air being mixed with the water and there is no cause for concern.

Metal (iron, zinc) elution:

If the water does not turn clear even after leaving for 1–2 min., it may be that metal (zinc) has seeped into the water. Either replace the water supply pipes or use after flushing out the water in the pipes.

● Sparkling debris in the water (flaking)

When boiling water or when ice melts, there may be sparkling debris in the water. This is called flaking and is soluble silica and minerals that have crystallized. (It poses no harm to the body.)

● When you haven't used water for a while

When you haven't used water for a while because of a trip, leaving the house, etc., first run about a bucket's-worth of water before drinking the tap water.

● Water that has an odor

By law, tap water must be chlorinated. A chlorine smell (bleach-like odor) is evidence that the water has been completely sterilized.

You can safely drink the water.

When These Situations Occur, Contact the Following

Description	Contact Information
Water fees and water-related procedures (turning on/off the water, payments, etc.)	Customer Service Center Mon.–Fri. 8:30 a.m.–8:00 p.m. 04-7122-5959 (Voice guidance 1)
Leaks inside the house and buried pipes	Customer Service Center Mon.–Fri. 8:30 a.m.–5:15 p.m. 04-7122-5959 (Voice guidance 2)
Road leaks, water suspension, and construction-related issues	Waterworks Department, Engineering Section Mon.–Fri. 8:30 a.m.–5:15 p.m. 04-7124-5146 (Voice guidance 3)
Matters regarding water quality	Waterworks Department, Engineering Section Mon.–Fri. 8:30 a.m.–5:15 p.m. 04-7124-5146 (Voice guidance 4)
Other inquiries	Waterworks Department, Business Section Mon.–Fri. 8:30 a.m.–5:15 p.m. 04-7124-5145 (Voice guidance 5)
Unexpected water trouble at night/holidays	You will be connected to a security company, but then Waterworks Department personnel will respond. 04-7124-5145

Noda City Waterworks Department (324 Nakane, Noda 278-0031)

Website: <http://www.city.noda.chiba.jp/suido/index.htm>