

2-6 Gas, Water, and Electricity

The first thing you need to do is to find out if you are responsible for paying your own utility bills. It is uncommon, but some landlords pay the utilities themselves and include the cost in the rent. If your landlord handles the utilities, you should find everything working when you move into your apartment. If he/she does not, you will need to make arrangements to get service and pay the bills by yourself.

Gas

There are two common types of gas used in Japan. One is natural gas (city gas or toshi gas), and the other is propane gas (LP gas). When you move into a new place, find out which type of gas is used and call the gas company (again, you should get the information from your realtor). At the scheduled time, the company will send an employee who will check and then activate your gas lines, for which you must be present. If you live in Fujisawa City, City Gas (toshi gas) is provided by Tokyo Gas.

Please keep in mind that not using gas properly is very dangerous. If you notice the smell of gas, turn off the heat and open your windows. Please call the gas company immediately at the exclusive phone number for reporting gas leakages.

Water

You will have water service the moment you move in, but you will have to call the local water company to open a billing account.

Contact your local water company office when you start using water and also if there is any trouble with the service such as not having running water. You must notify them of the date when you wish to start using water. Your realtor will give you the corresponding telephone number or you can call the number written on the right column.

*It is safe to drink directly from tap water in Japan.

都市ガス(*toshi gas*)

city gas

Tokyo Gas



<https://www.tokyo-gas.co.jp/en/>

Tel: 0570-00-2211 or 0466-26-0111 (for Fujisawa), Mon-Sat, 9:00 a.m. - 7:00 p.m.
(Japanese language only)

Exclusive phone for reporting gas leakages

Tel: 0570-00-2299 or 03-6735-8899 Open for 24 hours

Kanagawa Prefectural Waterworks



<http://www.pref.kanagawa.jp/docs/r4a/okyakusamacc/main.html>

Tel: 0570-00-5959
(Japanese language only)

Electricity

TEPCO



<https://www.tepco.co.jp/en/hd/index-e.html>

Tel: 0120-995-113 or
046-408-5996 (for
Fujisawa area) Mon-
Sat, 9am. – 5pm.
(English)

There are several electricity companies in Japan. The major one in your area would be Tokyo Electric Power Company (TEPCO).

If you do not have electrical power when you move in, you will need to find the apartment's circuit breaker (Usually, it's near the door). Turn all the switches on the braker board to "ON" and confirm whether the electricity is being supplied or not. Once confirmed, contact your local electricity company to notify your name, address, the date of occupancy, and your customer number, which is written on the envelope placed near the breaker or the meter. In some cases, there is a small card somewhere near the breaker. Fill it out with the required information and mail it back to your regional power company (the card will usually be pre-addressed). This will allow the power company to establish an account in your name and bill you monthly for the electricity.



How to reset the circuit breaker... Turn all the switches on the braker board to "ON".

If a circuit shorts or you use more electricity than the electrical capacity of your residence, the circuit breaker will trip and your electricity supply will be cut automatically. If this happens, reduce the number of electrical appliances you are using before resetting the circuit breaker. Find out the electrical capacity of your residence and try not to use too much electricity at one time. In case of emergency or difficulties, call the electricity company using the phone number written on your electricity bill. Make sure to keep your bills and receipts for reference.

Electronics from your home country may require voltage and plug adapters. Electrical voltage in Japan is 100 volts – 50/60 Hz AC. 50 Hz is common in eastern Japan, including the Yokohama and Fujisawa area, and 60 Hz in the west. The 10 Hz frequency difference does not affect most electrical devices, but you may want to check when it comes to valuable items like computers or cameras. Japanese outlets and plugs come in the two-pronged, North American style, but only in the non-polarized form (prongs are equal sizes). Some North American plugs may require adapters because of this.



US PLUG(100-110V)

Note on Paying Bills

After receiving a calculation notice, electricity, gas, and water bills will be sent to your home. You can pay them and other fees at convenience stores, banks, and post offices. Hand the clerk your bill and the amount due in cash and your payment will be processed. You can pay in the same way at your utility companies' offices. Please note that if you are behind in your utility payments, the service may be discontinued.

Alternatively, you can arrange for payment via direct debit (*ginkō kōza hikiotoshi*) from your bank account. Application forms for this service will be sent to you shortly after opening your utility accounts or you can ask each business operator for details. If you do so, the money will automatically be deducted from your account when the bill is due.

銀行口座引き落とし
(*ginkō kōza hikiotoshi*)
Direct debit

To stop your utility services when you leave Japan, notify each of the companies at least one month before you move out of your apartment. You also have to make arrangements if you are moving to another place within Japan. The electric and gas companies will send representatives to shut off your service and issue your final bill. The water company will send you your final bill and close your account.

How to Read your
"Electricity Bill"



<https://www.tepco.co.jp/en/ep/payment/notifications-e.html>

To learn how to read the bill, please refer to the TEPCO's website page for an electricity bill.

