

## **Water / Electricity / Gas**

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### **■Water**

#### **【Applying for water service】**

Fill in the application for water service (this should be in your mail box or such place) and post it in advance. If you cannot find the form, contact Water Service Sales Section of Construction and Waterworks Division of City of Ishikari.

#### **【To stop water service】**

When you move out, you have to follow the process of the deactivation of water service. Please contact Water Service Sales Section of Construction and Waterworks Division of City of Ishikari prior to your expected moving date.

#### **【Paying your water bill】**

Water fees, along with sewage fees, are charged every month (except Shinko area and Tomen Danchi). Monthly payment may be made directly in person in cash at financial institutions, convenience stores, or at the accounting department window in the main municipal building of City of Ishikari or can be paid automatically by prearranging direct deposit from your account to the city waterworks department.

### **【Be careful of freezing】**

During winter, water sometimes freezes and water pipes burst. If this happens, your residence may flood or cause problems for residents downstairs, and you may be liable to pay significant damages. With this in mind, when temperatures are forecast to fall below  $-4^{\circ}\text{C}$  and if you will be away from home for a couple days or more, be sure to turn off the main water valve and open the taps to drain water remaining in the pipes. Ask your landlord or neighbor to teach you how to do this on moving in.

If a water pipe is frozen, wrap the frozen part with a towel and pour lukewarm water slowly on it to be melted. If it does not work, call a designated water supply plumbing contractor and get it thawed (costs are your own).

※Designated water supply plumbing contractor

You can see the list on the website of City of Ishikari.

<http://www.city.ishikari.hokkaido.jp/soshiki/s-eigyo/40655.html>

○Water Service Sales Section of Construction and Waterworks

Division of City of Ishikari

TEL 0133-72-3133

## ■Electricity

Hokkaido Electric Power Co., Inc. (known as Hokuden) supplies power in Ishikari. The frequency of the electricity supplied is 50Hz, and the voltage is generally 100V.

### **【Applying for electrical service】**

To turn on the electricity, find electric breaker switch (usually located near the front door or the lavatory) and flip up the breaker switches up.

After confirming that electricity is being supplied, fill in the application for electricity service (this should be attached to the breaker or in your mailbox) and post it. If the electricity does not come on, or if you cannot find the application form, call the nearest Hokuden office.

### **○Hokuden Contact Center (for new residents)**

TEL: 0120-12-6565

Business Hours: Monday — Friday 9:00am — 5:00pm

Saturday 9:00am — 3:00pm

(Except for Sundays, national holidays and from December 29 to January 3)

### **【Paying your electricity bill】**

Electricity bills can be paid automatically by prearranging monthly direct deposit from your account to Hokuden, or monthly payment may be made directly in person in cash at financial institutions, convenience stores. Payment by credit card is also available.

### **○Hokkaido Electric Power Co., Inc.**

<http://www.hepco.co.jp/> (Japanese/English)

## ■ Gas

Two types of gas are used in Ishikari: city gas and LP gas (Liquefied petroleum gas), commonly known as propane.

Gas appliances vary by gas type, and using an incompatible type may result in fires and other hazards. Be sure to confirm with your landlord what type of gas your house has and who your supplier is.

### 【City Gas】

City gas is supplied by Hokkaido Gas Co., Ltd (known as Kita Gas) through the city.

To apply for gas service, call the Kita Gas Customer Center at least three days prior to your moving date and tell them your name, new address, and the day you will need to start using gas. A service representative will visit the residence on the appointed date and open the main valve.

### ○Kita Gas Customer Center

TEL 011-231-9511

Business Hours: Monday — Friday 9:00am — 7:00pm  
Weekend and national holidays 9:00am — 5:00pm

### **【Paying your gas bill】**

Gas is charged every month. Bills can be paid automatically by account transfers or prearranging monthly direct deposit from your account. Alternatively, payment can be made at financial institutions, convenience stores or Kita Gas service offices in cash. Payment by credit card is also available.

### **OKita Gas Call Center for Payment**

TEL 011-231-0481

Business Hours: Monday — Friday 9:00am — 5:00pm

### **【LP gas (propane gas)】**

LP gas (propane gas) suppliers vary with the buildings.

If you live in a residence where propane gas is used, please contact the relevant company after asking your landlord.