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1. Electricity

1) When you begin the use of electricity

When you move into a new apartment or dwelling, please complete and submit the “Notification to Begin Use of Electricity” found in the dwelling with the customer’s name, contact information and date you wish to begin using electricity. You can also apply with a toll free phone call (0120-175-266) or over the Internet (<http://www.tohoku-epco.co.jp/f47docs/f47htop.html> which has an English site).

2) When you halt the use of electricity (when you move)

When you have decided the date of your move, either call Tohoku Electric (0120-175-266) or use their homepage (<http://www.tohoku-epco.co.jp> which has an English site) to let them know the date of your move.

3) Payments

■ Meter reading and notification of charges

Once a month someone will come by your house to read the electric meter and leave a “Notification of Amount of Electricity Used” in your mailbox.

■ Payment methods

There are three different methods you can use to make payments. You can either use automatic withdrawals from your bank or postal account, payments by credit card, or payments using payment slips at banks, post offices or convenience stores. Automatic payment withdrawals and credit card payments require a prior application.

4) If electricity goes out

If the electricity goes out, first check your breakers. If breakers are not the cause of the problem, please call 0120-175-366.

5) Tohoku Electricity’s phone numbers and web site

When moving:	0120-175-266
When electricity goes out / emergency:	0120-175-366
Other:	0120-175-466
Web site:	http://www.tohoku-epco.co.jp/ (English site available)

2. Waterworks

1) To begin and halt use of waterworks

Please contact the Customer Center when you move into a new dwelling or when you are going to move away from your current dwelling. The following information is required when making such an application.

- Address of building where use is to be started / halted (including name of apartment, room number, etc.)
- Name
- Phone number where you can be reached
- Date use is to be started / halted
- Address before / after your move (including name of apartment, room number, etc.)

2) Payments

■ Meter reading and notification of payments

Once a month someone will come by your house to read the water meter and leave a “Notification of Amount of Water Used” in your mailbox.

■ Payment methods

You can either use automatic withdrawals from your bank or postal account (automatic withdrawals) or payments using payment slips at banks, post offices or convenience stores. Automatic payment withdrawals require a prior application. You can also make payments at a Customer Center.

3) Frozen water pipes

When the temperature dips to -4°C or below, pipes may freeze and/or burst.

When winter temperatures continue for a long time, or you are going to be away for travel or a business trip, please remove water from your pipes to guard against freezing.

■ Remove water from your pipes to prevent them from freezing.

Close the drain valve by turning it to the right until it stops.

Open all faucets to remove the water.

When you want to use the water, open the pipes by closing the faucets and turn the drain valve to the left until it stops.

■ If your water pipes freeze

If your pipes freeze, wrap them in a towel and slowly pour hot water over them several times to thaw them out.

If the riser pipe is frozen, use hot water directly on the riser pipe several times to thaw it out.

4) Customer Center

Location: Second floor of Maple West (94-1 Aza Yoko-machi, Mizusawa-ku, Oshu-shi)

Business Days: Monday through Friday (except national holidays and year end / new year holidays)

Business Hours: 8:30 ~ 17:15

Phone Number: 0197-25-6700 (until 17:30)

HP: <http://www.city.oshu.iwate.jp/htm/soshiki/suidou/index.html> (Japanese only)

3. Gas

1) To start / halt the use of gas

When you want to start using gas at a new residence or when you are moving from your current residence, please contact the Customer Center. The following information is required when applying.

- Name of contractee / applicant
- Address of location use is to begin / halt
- Phone number (cell phone or such) where you can be reached on the day of your move
- Address of where you are moving
- Whether or not you have any gas appliances you will bring / take with you
- Whether or not you have any gas appliances you will take with you when you move
- The date you wish to begin using gas (the hour you desire within the following times)
 - [Weekdays] 8:30 ~ 12:00, 13:00 ~ 17:00
 - [Saturday] 8:30 ~ 12:00

Someone must be present when the gas is turned on.

2) Payments

■ Meter reading and notification of charges

Once a month, a meter reader will come to your house to check the gas meter and leave a "Meter Reading / Bill and Receipt" or "Notification of Gas Usage."

■ Payment methods

You can either use automatic withdrawals from your bank or postal account (automatic withdrawals) or transfer payments to Mizusawa Gas' account (money transfer). Automatic payment withdrawals require a prior application.

3) If you smell gas

Extinguish any flames, open all windows and call Mizusawa Gas (0197-24-4151). You can call 24 hours a day, 365 days a year.

4) Contact information for Mizusawa Gas

Telephone Number: 0197-24-4151

HP: <http://www.mizgas.jp> (Japanese language only)