



Hakuba Guidebook on Water and Sewer Services



H a k u b a V i l l a g e
W a t e r a n d S e w e r D i v i s i o n

Introductory

Thank you for the continued support for Hakuba Water and Sewer service.

The drinking water provided in Hakuba Village is filtered and sterilized water mainly from Matsukawa River, Kusugawa River and Gentarou.

Besides, the daily waste water is discharged into the rivers after waste water treatment at Ooide purification center or in septic tanks.

Water is a precious resources on earth that we need everyone to use it carefully and wisely.

This guidebook provides information on Hakuba water and sewer service. Please kindly confirm the main points which are important for service users to know.

Wish you a happy life in Hakuba.

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Meaning of reference symbols on each page

Reader

•••Information for customers who need meter checking by a meter reader

Automatic

•••Information for customers who have applied for automatic meter reading

- ◆ Meter reader check the meter reading in the middle of every month.
(Except winter / AMR meters / a meter reading taken every 6 months)
- ◆ A Meter Reading Slip will be issued after each time the meter reader has taken your reading.
Please confirm the water and sewer consumption amount of the current month.

上下水道使用量のお知らせ
このお知らせでは納入はできません。
白馬村大字000-000

白馬 太郎 様

お客様番号 ① 000000-00	管理番号 ② 000-000-000
メーター番号 ③ 0000000	用途 ④ 13
⑤ 一般住宅	

令和 1 年 12 月分

今回指針 ⑥ 1025 m ³	前回指針 ⑦ 1000 m ³
旧メータ使用量 水道使用量 ⑧ 25 m ³	下水道使用量 ⑩ 25 m ³
水道料金 ⑨ 4,510 円	下水道料金 ⑪ 4,670 円

今回の振替日は 概算額 ⑫ 9,180 円
4 月 25 日の予定です。
※上記の概算額は実際の消費水量とは異なる場合があります。

前回使用量 25 m ³	前々月使用量 25 m ³
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検針員 検針 太郎 検針日 4 月 15 日

⑬ 口座振替済のお知らせ
令和 1 年 12 月分
水道使用量 25 m³ 下水道使用量 25 m³
水道料金 4,510 円 下水道料金 4,670 円
合計額 9,180 円
1 月 27 日にご指定の口座より振替させていただきました。

① Customer number

A number for each customer who has applied for water and sewer service. Provide this number when making an inquiry.

② Management number

A number for managing your meter reading records.

③ Meter number

The number of your water meter box.

④ Diameter

Size of water meter in use.

⑤ Purpose

Purpose of use of water and sewer service.

⑥ Meter reading this time

Numerical indication of water meter reading this time.

⑦ Meter reading last time

Numerical indication of water meter reading last time.

⑧ Quantity of use of water in the current month

Exact quantity of use of water this time.

(difference between ⑥ and ⑦)

⑨ Water rate

Estimate water rate for this time.

⑩ Quantity of use of sewer in the current month

Exact quantity of use of sewer for this time.

⑪ Sewer rate

Estimate sewer rate for this time.

⑫ Total amount

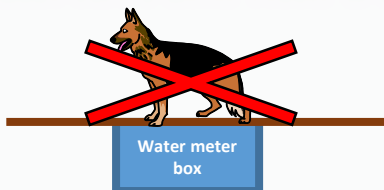
Estimate total amount of water and sewer rate for this time

⑬ Notification of account transfer result

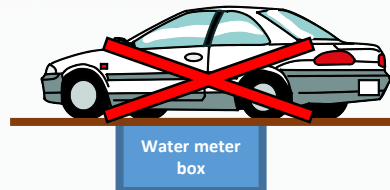
Exact amount deducted from your bank account last time

(only for customer who pays by account transfer)

- ◆ Please make sure a meter reader is able to check the water meter at anytime.



Do not keep your pets near the water meter box.



Do not stop your car on the water meter box.

About automatic meter reading system (AMR system)

Reader

Automatic

- ◆ Customers who have a landline can make use of automatic meter reading service with the telephone line.
- ◆ This is a service to check your meter reading with your telephone line; your meter can be read even in winter. It is easier for you to discover if there are water leaks or any abnormalities at home by checking the water consumption.
- ◆ To apply, please come to Hakuba Water and Sewer Division. No construction fee is needed.
(Please note that the service may be unavailable at your address depends on the location of water meter and the type of telephone line.)



Meter read automatically



The water and sewer rate is calculated based on the meter reading data of current month plus consumption tax. (Fractions smaller than 10 yens omitted)

◆ Water Rate Table (per month)

Purpose	Charge	Minimum Charge (per month)		Excess Charge			
		Water Consumption	Charge	Water Consumption	Charge (per 1 m ³)		
General Dwelling House	Business Government Office and Schools Apartment · Dormitory Garage · Warehouse Sports Ground · Others	First 5 m ³	¥1,200	6 m ³ ~ 30 m ³	¥140		
				31 m ³ ~ 70 m ³	¥160		
				From 71 m ³	¥170		
Holiday House				First 5 m ³	¥2,200	6 m ³ ~ 30 m ³	¥140
						31 m ³ ~ 70 m ³	¥160
						From 71 m ³	¥170

◆ Sewer Rate Table (per month)

Purpose	Charge	Minimum Charge		Excess Charge	
		Sewer Usage	Charge	Sewer Usage	Charge (per 1 m ³)
General	First 10 m ³	¥1,700	11 m ³ ~ 30 m ³	¥170	
			31 m ³ ~ 50 m ³	¥190	
			51 m ³ ~ 70 m ³	¥220	
			71 m ³ ~ 100 m ³	¥260	
			From 101 m ³	¥320	

◆ Water Meter Rate Table (per month)

Diameter (mm)	Monthly Charge
13	¥100
20	¥180
25	¥210
30	¥280
40	¥360

Calculation of water and sewer rate

◆ Example : a customer who is using both water and sewer services

A dwelling house (Diameter of meter is 13mm) has consumed 20m³ of water every month.

● Water rate

■ Min charge (5 m³) ■ Excess charge (15 m³) ■ Water meter ■ Consumption tax

$$¥1,200 + ¥2,100 + ¥100 + ¥340 = ¥3,740$$



● Sewer rate

■ Min charge (10m³) ■ Excess charge (10 m³) ■ Consumption tax

$$¥1,700 + ¥1,700 + ¥340 = ¥3,740$$



Total
¥7,480

◆ Automatic withdrawal

Paying the bills by automatic withdrawal is recommended. **No service charge is needed.** Please apply at any of the financial institutions below in Hakuba Village with your payment slip, bank book and name seal.



✳️ **Financial institutions**

Daihoku JA Bank • Nagano Bank • Hachijuni Bank • Matsumoto Shinkin Bank • Japan Post Bank (Yu-cho)

✳️ **If you need to change the name of user or the bank account, please contact Water and Sewer Division of Hakuba Village Office.**

◆ At Convenience Store (Cash)

At any branch of Seven-eleven • Lawson • Family Mart • Daily Yamazaki • Circle K Sunkus or any other main convenience chain stores.

◆ At any bank in Hakuba Village or the village office (Cash)

Hakuba Village Office • Daihoku JA (Hakuba) • Daihoku JA (Kamishiro) • Nagano Bank (Hakuba) • Hachijuni Bank (Hakuba) • Matsumoto Shinkin Bank (Hakuba) • Post Office or Japan Post Bank (Yu-cho) (in Nagano pref. and Niigata pref. only)

About late-payment penalties

◆ Late payment charges

A reminder notice will be sent if you do not pay your water and sewer charges by the deadline. A late charge of **¥80 will be added to your sewer bill for each late-payment.**

◆ Suspension of water supply

If you have difficulties in paying your bills by the deadline, you must come to consult with us. Otherwise, the **water supply will be suspended** according to Article 23 Water Supply Act.

Providing of stable and safe water supply relies on the revenue from users of these services.

Please support the water supply system by paying the water and sewer charges on time.

Change of users

◆ When you need to change the user • owner



- It is necessary to contact Water and Sewer Division when you need to change the user (e.g. house-moving/inheritance) or the owner (e.g. selling of properties/inheritance).
- If you wish to discontinue the water supply (e.g. building demolition), please make your request at any of the designated plumbing contractors.
- *Make sure you have filed a notification of change or you will be required a minimum charge for the water and sewer service even if you are not using it anymore.*

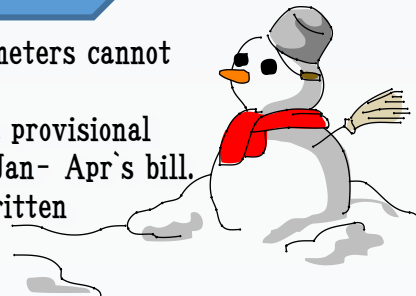
Meter reading and rate calculation during winter (Exclude AMR meter)

Reader

- ◆ Due to the heavy snowfall during winter (Dec-Mar), water meters cannot be read. (except AMR meters)

On that account, influenced customers will be requested for a provisional charge based on an estimated water consumption amount for Jan- Apr's bill.

- ◆ Persons concerned will be notified the estimated amount by written document in early December.
- ◆ Bill adjustment will be made in May.



<Image of rate calculation during winter and the bill adjustment afterwards>

Bill of **Jun** ... **Dec** Jan Feb Mar Apr **May**

Jun : Based on meter reading

Dec : Based on estimated amount (winter only)

↑
Bill adjustment based on exact water consumption in winter

<Example of bill adjustment in May>

For example a dwelling house (Diameter of meter : 1 3 m m), which is estimated a consumption amount of 5 m³ per month during winter. At last, by finding the difference between the meter reading before winter (November) and spring (April). We know that 1 0 0 m³ of water has been consumed throughout winter.

【Calculation of exact water consumption and water rate during winter time】

- ① The difference between last reading before winter (meter reading of Nov) and the meter reading of April equals the exact water consumption during winter.
Divide 1 0 0 m³ into 5 months to find out the average water consumption for each month.

$$100\text{ m}^3 \div 5\text{ months} = 20\text{ m}^3/\text{month}$$

- ②

Bill of	Average Water consumption	Water rate
Jan	20 m ³	¥3,740
Feb	20 m ³	¥3,740
Mar	20 m ³	¥3,740
Apr	20 m ³	¥3,740
May	20 m ³	¥3,740
Total	100 m³	¥18,700 ... (a)

【Bill adjustment according to the difference between exact water consumption and estimated rate】

- ③

Bill of	Estimated amount	Estimated rate
Jan	5 m ³	¥1,430
Feb	5 m ³	¥1,430
Mar	5 m ³	¥1,430
Apr	5 m ³	¥1,430
Total	20 m³	¥5,720 ... (b)

- ④ Deduct (b) in ③ from (a) in ②, the difference equals to the adjusted rate shown on the bill of May.

$$¥18,700 - ¥5,720 = ¥12,980$$

(Adjusted rate shown on the bill of May)

◆ Protect the water pipes from freezing

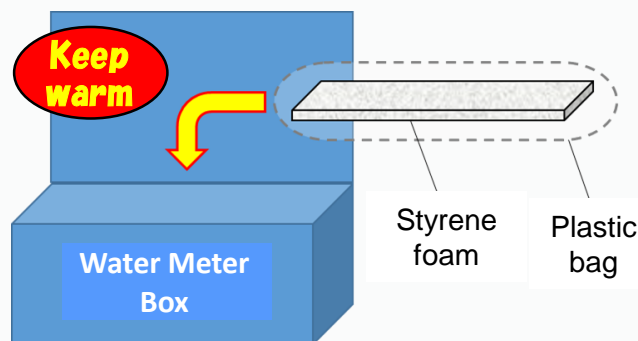
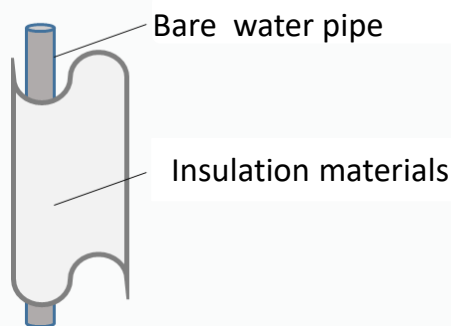
Water pipes and meter may burst because of the water inside freezes when the temperature is below zero.



Please be aware that bare water pipes, pipes and meter located on the north side or at somewhere windy are more likely to burst.

◆ Ways to prevent water pipes from freezing

- ◎ Wrap bare water pipes which may be frozen easily with thermostatically controlled heat tape and leave it switched on.
- ◎ Protect water pipes and water taps with insulation materials. Anti-freezing products can be found in retail shops; old blankets or towels can also be a good choice. Don't forget to bind your wrapping material tightly with plastic tapes or something else.
- ◎ Put a plastic bag with dry insulation materials (e.g. styrene foam) inside your water meter box to keep it warm. (A plastic bag can prevent cracked styrene foam from scattering inside the meter box.)



◎ Drain Water Pipes for Winter

~How to drain a pipe~

- ① Turn off the water tap and then turn the anti-freeze faucet handle fully clockwise. Water will be discharged from the anti-freeze faucet. Turn on the water tap again to drain residual water.
- ② For an indoor faucet, pull the lever and then turn on the water tap to drain residual water.
- ③ Check the pilot of your water meter to confirm if the water flow is stopped completely. (Please confirm your water meter type on page 6.)



Improper operation of anti-freeze faucet (not fully closed) may lead to a water leak if water flow is not stopped completely.
Please confirm if water flow is stopped completely by checking the water meter.

◆ Check water leaks by watching the water meter

◎ Correct procedures

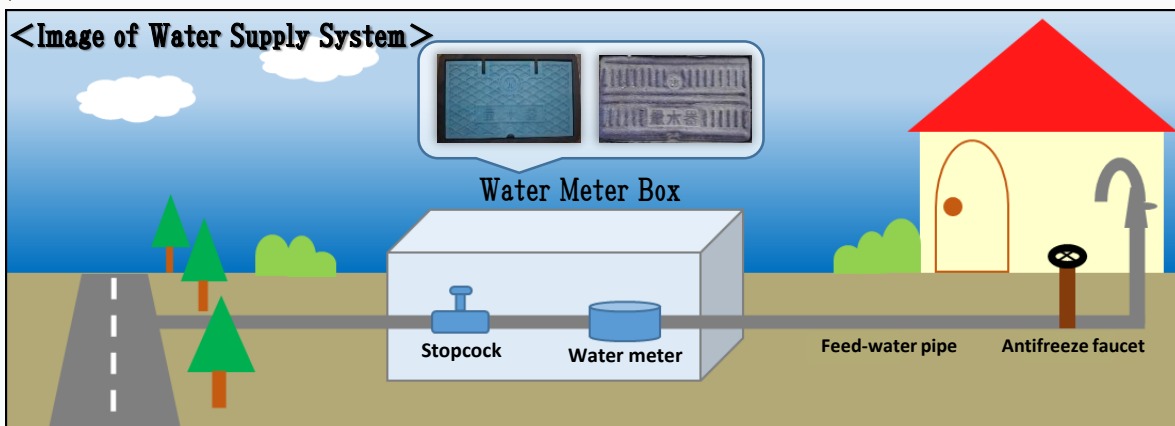
Pilot



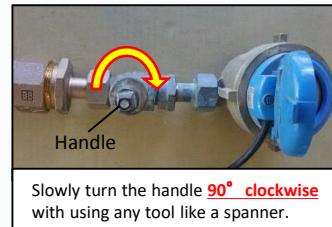
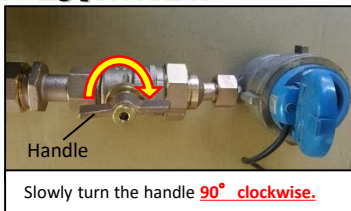
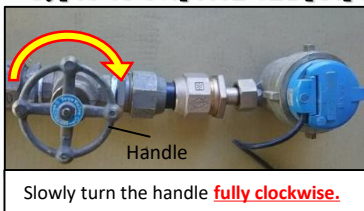
LCD display

Pilot

- ① Turn on one of your water taps at home (Condition: water tap is in use)
 - ② See if the pilot on water meter is operating.
 Digital meter : The pilot ■ at the bottom right corner blinks.
 Analog meter : The pilot (silver disc) on the lower-left spins
 - ③ Turn off the tap you have turned on in step① tightly. (Condition: water tap is not in use)
 - ④ Observe the pilot on your meter for 10-20 seconds.
 If the pilot operates when all taps are off, there may be water leaks at your house.
- ⚠ Switch off the antifreeze faucet and stopcock, and then call for the repair service.
- ⚠ If water splashes from a burst pipe, please wrap it with towels.



<Types of stopcock and proper operating procedures>



Water pipes from water meter to your home should be maintained and repaired by a member of Hakuba designated plumbing contractors.

◆ Re-adjustment of water rate due to water leakage

If a hidden water leak, underground or at somewhere invisible, is proofed in your house, the related water rate may be subject to a partial exemption. To apply for a readjustment due to water leakage, documentary proof from a member of Hakuba designated plumbing contractor is necessary. Please consult the contractor for advice.

※ Water leakage occurred at where one can visually check may not subject to a payment readjustment.



Please request a repair from a Hakuba designated plumbing contractor to help fixing a water leak in your property.

【List of Hakuba designated plumbing contractors union (water and sewer)】

Name of Shop	Ward	TEL	FAX
有限会社 タカハシ管設工業 (Takahashi-Kansetsu-Kougyou)	Uchiyama	0261-75-3168	0261-75-2865
中信エンジニアリング 株式会社 (Chushin-Engineering)	Misorano	0261-72-5521	0261-72-3744
有限会社 ダイトー工業 (Daito-Kougyou)	Iida	0261-75-7107	0261-75-7108
有限会社 リホーム白馬 (Rehorme-Hakuba)	Fukasora	0261-72-7411	0261-72-7139
有限会社 東設備 (Higashi-Setsubi)	Misorano	0261-72-5897	0261-72-7208
前田設備 (Maeda-Setsubi)	Meitetsu	080-4796-3776	-

【List of Hakuba designated plumbing contractors (water OR sewer system)】

Please confirm the list at Hakuba Official Homepage (<http://www.vill.hakuba.lg.jp/>) (in Japanese) or to consult with us at Water and Sewer Division of Hakuba Village Office.

~Please feel free to contact us if you have any inquiries ~



Hakuba Village Office --- Water and Sewer Division
〒399-9393
7025 Hokujo, Oaza, Hakuba-mura, Kita-Azumi-gun, Nagano-ken
TEL 0261-72-5000 (Representative)
0261-85-0714 (Direct)
FAX 0261-72-7001