

Water supply and Sewerage systems

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Septic tanks, human waste collection, sewerage

●●●Maintenance of septic tanks (浄化槽の維持管理)

Waste Disposal Division (*Haikibutsu Taisaku Ka*) (Tel. 382-7609, Fax. 382-2214)

| | |
|----------------------|--|
| (1) Maintenance | Septic Tanks should be periodically checked if they are working properly, adjusted/repaired, or refilled with antiseptics. Such maintenance is supposed to be carried out once in four months, for a small home septic tank. |
| (2) Cleaning | After a year of use, even when used properly, dead bodies of microorganisms or mud piles up in the tank. A cleaning is needed to recover the declined functioning of the tanks. Adequate frequency of the cleaning is roughly once a year, though it also depends on the number of persons who use it or the circumstances under which it is used. |
| (3) Legal inspection | It is mandatory that every septic tank receives legal inspections on the water quality once a year. |

*Please ask the private agencies listed on the webpage of Mie Prefecture or *Town Page* (the yellow phone book issue by NTT)", in the heading "*jouka sou* (septic tanks, *kanri/seisou* (maintenance/cleansing))" for the maintenance of septic tanks.

Septic tanks, human waste collection, sewerage

●●●Subsidization for setting up combination septic tanks (合併処理浄化槽設置費の補助)

Waste Disposal Division (*Haikibutsu Taisaku Ka*) (Tel. 382-7609, Fax. 382-2214)

| Agency name | Phone | Fax | Coverage |
|--|----------|----------|---|
| Asahi Kougyou Kabushikigaisha (Asahi Industry Co.) | 386-1093 | 386-5836 | Makita, Inoh, Iino, Some parts of Tamagaki (Yabase 2 and 3), Kambe, Sakae, Amana, Fukaizawa, Reihou |
| Shouei Kougyou (Shouei Industry Ltd.) | 383-0555 | 383-8080 | Shouno, Kasado, Shiroko, Aikawa, Ishiyakushi, Kawano, Idagawa, Kumada, Tsubaki |
| Marushou Seibi Sha (Marushou Seibi Co. Ltd.) | 383-5298 | 383-3818 | Oho, Ichinomiya, Tamagaki, Mita, Wakamatsu, Shounai |

Suzuka City Cleaning Co-operation: Tel. 382-3331, Fax. 382-4559

*To apply by fax, please put your contact address and phone number.

*Foreign objects mingled with human waste and carried into the Clean Center, the human waste disposal facility, may obstruct the process of the disposal. Do not dispose things other than human waste such as those listed below.

- Diapers (Remove the fossils and dispose as combustibles.)
- Sanitary goods (Please dispose as combustibles.)
- Other things that don't dissolve in water (e.g. cigarettes, plastic bags, tissue papers)

Septic tanks, human waste collection, sewerage

●●●Area coverage of human waste collection agencies (し尿くみ取り業者の担当地区)
Waste Disposal Division (*Haikibutsu Taisaku Ka*) (Tel. 382-7609, Fax. 382-2214)

Combination septic tanks play major roles in the living drainage processing, which processes human waste and living drainage at the same time. The municipal office offers subsidy for those who newly install a combination septic tank.

○Applicable to whom?

Applicability is limited to individuals and neighbors' associations (*Jichikai*). Buildings for rent such as apartment houses are excluded.

○Please contact the Environmental Policy Division (*Kankyou Taisaku Ka*) for more information.

●●●Checkpoints when waterworks do not work (水が出ないときのチェックポイント)

Checkpoints when waterworks do not work

1. If other taps work:

It is a trouble in the equipment.

2. If all the taps don't work:

○ Is the main valve open? Check the main valve by the waterworks meter.

○ Is the water pump in the water tank working properly?

If there is a trouble in the pump, report to the administrator or the management/maintenance company.

○ If the city's publicity car has come:

It is an emergency suspension of the water supply. Please wait for a while.

When the cause is not identified, please contact the Waterworks Bureau.
Correspondence is available only in Japanese.

Service Division (*Eigyō Ka*), Waterworks Bureau (*Suidō Kyōku*) Tel. 368-1670

Waterworks Repair Center Co. (*Suidō Shūri Center*)

Tel. 382-5284, Fax. 382-5235 (Operates 24 hours)

Septic tanks, human waste collection, sewerage

●●●Repair of Waterworks (水道の修理)

Service Division (*Eigyō Ka*), Waterworks Bureau (*Suidō Kyoku*) (Tel. 368-1670, Fax. 368-1688)

When water taps are broken or water spills and cannot be fixed yourself, please request for a repair to the Waterworks Repair Center (*Suidō Shuuri Center*). Correspondence is available only in Japanese.

Waterworks Repair Center (*Suidō Shuuri Center*) accepts calls during holidays and nighttime too.

If you live in an apartment, please consult the administrator or the management company.

The Waterworks Repair Center (*Suidō Shuuri Center*) is not responsible for repairs of some of the particular equipments such as hot-water suppliers. Please contact the shops you have purchased them.

The repair fees are charged on the users. Please pay the Waterworks Repair Center (*Suidō Shuuri Center*).

Waterworks Repair Center (*Suidō Shuuri Center*)

1-20-9 Yabase, Tel. 382-5284, Fax. 382-5235 Reception open 24 hours

Septic tanks, human waste collection, sewerage

●●●When the waterworks are not properly working (水道の水が出ないとき)

Service Division (*Eigyō Ka*), (Tel. 368-1678, Fax. 368-1688) and
Construction Control Division (*Kōmu Ka*) (Tel. 368-1670, Fax. 368-1688), Waterworks
Bureau (*Suidō Kyoku*)

When water doesn't come out from the tap, firstly check the other taps. If only one of the taps is in trouble, the valve is turned off or a trouble in some parts of the equipment is suspected. If the trouble cannot be fixed yourself, contact the nearest commissioned water supply facilities agency or Waterworks Repair Center (*Suidō Shuuri Center*) (correspondence only in Japanese).

Waterworks Repair Center accepts calls during holidays and nighttimes too, although the correspondence is only in Japanese. The repair fees of waterworks are charged on the users.

If other taps are not working either, see if the main valve located by the waterworks meter is open.

In apartment houses, the pumps in the water tank may occasionally break down, in which cases the water supply is cut off in the entire building.

If you live in an apartment, please report to the administrator or the management/maintenance company of the building, as they manage the water tanks.

Under accidents such as a burst of the water pipes, the water supply may be suspended for emergent repairs. The Waterworks Bureau (*Suidō Kyoku*) will notify in advance in case of unavoidable water supply suspensions, while it does its best to avoid any inconvenience. The Bureau appreciates your kind cooperation in such occasions.

If the water supply is cut off for unidentified reason, please report in Japanese to the Service Division (*Eigyō Ka*), (Tel. 368-1678, Fax. 368-1688) in the Waterworks Bureau (*Suidō Ka*) or Waterworks Repair Center (*Suidō Shuuri Center*) (Tel. 382-5284).

Septic tanks, human waste collection, sewerage

●●●If the water got cloudy (水道の水が濁ったとき)

Construction Control Division (Koumu Ka), Waterworks Bureau (Suidou Kyoku) (Tel. 368-1670, Fax. 368-1688)

Red (brown) cloud, usually called “red water” is caused by outflows of iron rust under circumstances such as changes in the rate or direction of water flow at the time of water supply suspension for waterworks construction, aging of water pipes of the houses, etc. Please turn off laundry machines right away when you found the water turned red (brown). The rust cannot be removed once it has attached to laundry. Do not drink the water when it is severely red (brown). Please leave the water flowing and see how it changes.

White cloud

White cloud is caused by micro bubbles of the air incorporated in the water. It is not chlorine for sterilization. Since the white cloud is the air, it is safe to drink. The water will turn transparent by leaving for a while after it was pumped.

*The Waterworks Bureau (*Suidou Kyoku*) will report in advance via circular of neighbors’ associations or other measures when they have waterworks constructions. But the cause can be other factors such as unexpected accidents or the water trouble may be of your house only. Please report in Japanese to the Construction Control Division (*Koumu Ka*), in Waterworks Bureau (*Suidou Kyoku*) or the Waterworks Repair Center (*Suidou Shuuri Center*) (Tel. 382-5284) when the clouding lasts and the causes are not identifiable.

If you have questions on the water quality, please consult the Water Supply Source Division (*Suigen Ka*) (Tel. 368-1681).

Septic tanks, human waste collection, sewerage

●●●In case of a leak of water (漏水があったとき)

Service Division (*Eigyō Ka*), Waterworks Bureau (*Suidō Kyoku*) (Tel. 368-1670, Fax. 368-1688)

When there is a leak of water, please promptly report to, and request for repairs or to take necessary measures to Waterworks Repair Center (*Suidō Shuuri Center*), the Waterworks Bureau assigned by the Waterworks Bureau of Suzuka City.

Please contact the Waterworks Bureau (*Suidō Kyoku*) for more information.

After the repairs, a part of the water fees may be refund, depending on the point of the leak. Please report in Japanese to the Service Division (*Eigyō Ka*), Waterworks Bureau (*Suidō Kyoku*).

How to find water leaks:

Water leaks can occur in unobserved parts such as underground. Please try the following steps to find them.

1. Turn off all the water taps.
2. Check the pilot mark in the waterworks meter.
3. A water leak is suspected if the pilot mark is turning around.
4. Check out if there is a leak in the toilet, hot-water supplier, or the water taps.

[The Picture of waterworks meter TBA]

Septic tanks, human waste collection, sewerage

●●●Waterworks when you move into/out of the city (引越しと水道)

Service Division (*Eigyō Ka*), Waterworks Bureau (*Suidō Kyoku*) (Tel. 368-1670, Fax. 368-1688)

You need to take a procedure to quit using waterworks before you move out, and to start using after you have moved in. Reports of moves can be done on the phone. Please call the following commissioned agency. The correspondence is only in Japanese.

They are closed on weekends, year-end and New Year. Please contact them soon after the schedules of the move are fixed.

Matters to inform to the Waterworks Bureau

1. Your customer number. If you don't have the number, please inform (2) to (5).
2. Address
3. Name
4. Phone number
5. Date to stop/start using

Customer hotline: Tel. 375-2770.

● *Daiichi Kankyō Kabushikigaisha* (Daiichi Environment Co.) Tel. 059-375-2770

Septic tanks, human waste collection, sewerage

●●●Sewerage when move into/out of the city (引越しと下水道)

Sewerage Management Division (*Gesui Kanri Ka*) (Tel. 059 382-9026)

You need to take a procedure to quit using sewerage before you move out, and to start using after you have moved in.

Please contact the Sewerage Management Division (*Gesui Kanri Ka*) for more information.

It is closed on weekends, year-end and New Year. Please contact them soon after the schedules of the move are fixed.

●●●When the sewage pipe is stuck (下水道がつまったとき)

Sewerage Management Division (*Gesui Kanri Ka*) (Tel. 059 382-9026)

If the sewage pipe has stuck, please check out the small maintenance lid of around few inches (*osui masu*, see the figure below) on the ground outside by the building, and the trap of the drainpipe under the sink (see the figure).

Please be careful when you open the drainpipe under the sink. When the sink is stuck, the drainage will flood from the joint of the pipe.

Rubber cups are useful to fix the stuck of toilets.

When the stuck cannot be fixed yourself, contact the nearest commissioned drainage facilities agencies. The fees for the repair are on the users.

For residents in apartments, please report to the management company or the administrator.

Checkpoints when the drainage is stuck

1. Open and check the *osui masu*, a small maintenance lid.
2. Check the trap of drainpipe under the sink.
3. Use a rubber cup for toilets.
4. Contact the commissioned drainage facility agencies if not fixable yourself.

[Figures of “trap” and “rubber cup” TBA]

●●●Constructions to connect to the sewer (下水道につなぐ工事)

Sewage Management Division (*Gesui Kanri Ka*) (Tel. 059 382-9026)

The public sewer came into service in some additional areas in 1996 (*Heisei* 8). When your residence area was covered, please undergo the construction of drainage facilities to connect to the public sewer. Please apply to the “commissioned drainage facilities agency”. The commissioned agencies deal with the construction and the necessary procedures for the construction.

Drainage facilities

[Figure “Drainage facilities” TBA]

Ama Toi (Doi): spout (trough)

Osui masu: small maintenance lid of sewer, of around few inches
(*osui masu*, see the figure) on the ground outside by
the building

Amamizu masu: small maintenance lid for rainwater.

Furo: bath

Toile: toilet

Daidokoto: kitchen

Senmenjo: washstand

取付管 : connection pipe

汚水本管 : main sewer pipe

官民境界 : public-private boundary

個人が管理する設備 (排水設備) : facilities managed by individuals

市が管理する設備 (公共下水道)

: facilities managed by the municipality (public
sewage)

Septic tanks, human waste collection, sewerage

●●●When toilet flush doesn't stop (水洗トイレの水が止まらないとき)

Sewerage Management Division (*Gesui Kanri Ka*) (Tel. 059 382-9014)

The trouble that flush does not stop is related to the parts in the tank. Likely causes are that the float in the tank is hooked or the chain attached to the rubber valve is entangled. Open the lid of the tank and check out those parts.

When the flow is hard to stop, please turn off the main valve by the tank using tools like screw driver.

When the trouble does not resolve, please contact the commissioned water supply facility agency nearby or the Waterworks Repair Center (*Suidou Shuuri Center*).

If you live in an apartment, please talk to the maintenance/management company of the building or the administrator.

Waterworks Repair Center Co. (*Suidou Shuuri Center*)

Yabase 1, Tel. 382-5284, Fax. 382-5235

Reception operating 24 hours (only in Japanese)

Septic tanks, human waste collection, sewerage

●●●Conversion to flush toilet (水洗化の工事)

Sewerage Management Division (*Gesui Kanri Ka*) (Tel. 059 382-9026)

The public sewerage in some of the additional areas came into service in 1996 (*Heisei* 8). Please convert from scoop toilets to flush toilets within three years when your residential area is covered.

If you have been using septic tanks, please abolish it and connect to the sewer. Consult the “commissioned water supply facility agencies” for the construction. The agencies deal with the construction and the procedure with the required documents.

There is a financing scheme for mediating the financing from financial organizations for the cost of the conversion, and for subsidizing the interest. The financing scheme is applied also to the abolition of septic tanks.

Please contact the Sewerage Management Division (*Gesui Kanri Ka*) if you consider an application.

Finance mediation service for the cost of conversion to flush
toilet

Amount financed: within 700 thousand yen per household

Interest rate: 2.8 % a year (*Heisei* 18 (2006))

Period of financing: within 48 month

Refund measure: the principal and the interest

There are several conditions for the financing to be applicable.

Please contact the Sewage Management Division.