

III-3 Water Service

You can drink the tap water in Japan, including in Osaka. After you move in to a residence, you need to apply for the water service.

1. Application

There will be a water service application card for new users located near the front door of your home or somewhere else nearby. Inform the waterworks department (bureau) of your municipality of the number on the card (this number is referred to as the Shiyosha Bango). Subsequent to you contacting the waterworks department (Bureau), one of their employees will come to open the water line to your home. It can take up to four days from the time you apply to the time you can actually use water, so it is recommended that you apply as soon as possible. In an apartment or rental housing, the building's management association or the landlord may arrange your water supply.

2. Water Rates

Water rates are comprised of the basic charge and a charge proportionate to the amount used. Usually, the water bill comes once every two months and arrives by post. Payment can be made by automatic payment from your bank account, by transfer from a financial institution or at certain convenience stores. This varies depending on municipality. Note that inability to pay can result in having your water turned off.

If there are sewers in your area, you will also be charged for their use. In communal housing, normally the management association includes the sewer cost in the water bill after calculating the water supply to your household.

3. Points of Concern in Winter

Water pipes can freeze or break on the coldest of winter days. On such days, it is necessary to take certain precautionary measures, such as letting a small amount of water run at night.