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Cover photo: Tokyo Sewerage Museum “Rainbow” (upper right); Pumping Station at the Former Mikawashima Sewage Disposal Plant (lower left)
(Facility tours are available. See page 26 for more details.)
The Role of Sewerage

Ensuring a comfortable living environment
Sewerage systems ensure our comfortable living environment by treating the wastewater discharged from households and industrial plants.

Preserving water quality in public water areas
Sewerage systems create healthy water environment by treating wastewater and discharging the cleaned water into rivers and the ocean.

Protecting the city from flooding
Sewerage systems protect urban areas from flooding by quickly collecting rainwater that falls on the streets and residential areas into sewer pipes.

Effectively using the resources and energy available in sewerage
Sewerage systems contribute to protecting the global environment and advancing the conservation of energy and resources by applying the energy and resources found in sewerage, such as recycled water, sewer water’s heat, and mud slurries.

The multifunctionality of sewerage facilities
Water Reclamation Centers serve a variety of purposes for local residents, and the above-ground space of the facilities are often converted into parks, sports grounds, and earthquake evacuation centers. Furthermore, by utilizing the fiber-optic cables laid down in the sewer pipe system for long-distance monitoring control, these sewerage facilities contribute to the development of Tokyo’s telecommunications infrastructure.
How Sewerage Systems Support Our Everyday Living

For maintenance and construction, please commission one of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses.

The Bureau of Sewerage conducts maintenance and construction.

The process from the sewage pipes to the rivers and oceans

Water Reclamation

Sewage Pipes: These pipes carry both rainwater and contaminated water from households and factories all the way to the Water Reclamation Center.

Pumping Station: These pumps draw up the sewer water from deep below, and continue to send it towards the Water Reclamation Center.

Grit Chamber: Sand and larger refuse in the sewer water is allowed to sink.

Primary Sedimentation Basin: Finer impurities that did not sink in the grit chamber are allowed to sink to the bottom over a long stretch of time.

Reaction Tank: Impurities dissolved in the water are biodegraded by microbes into slurry.
The sewerage system is composed mainly of 3 facilities: the sewage pipe system that collects and drains sewer water; the pump area that draws up the sewer water midway to keep the sewage pipe system from going too deep underground; and the Water Reclamation Center that processes and purifies the sewer water. All facilities are regularly tested, cleaned, and repaired to keep them working correctly.

Unclean water (sewage) from households and rainwater flow through the sewage pipe system via inlets, as pictured below. There are two ways to drain sewer water (sewage and rainwater): the combined sewerage system, and the separated system. In the combined sewerage system (pictured left), sewage and rainwater are sent to the Water Reclamation Center together in one pipe. However, in the separated system, sewage and rainwater flow in separate pipes, with the sewage headed to the Water Reclamation Center and the rainwater headed straight to rivers and oceans. About 80% of Tokyo’s 23 wards use the combined sewerage system.
The oil poured down the kitchen sink drain will cool down and solidify in sewer pipes, then come off to flow into the river and the sea in times of heavy rains. By keeping excess oil on the dishes from going down the kitchen sink drain, you not only prevent sewer pipes from becoming clogged, but also reduce the amount of contaminants discharged into sewer pipes, thereby lessening the amount of energy needed to treat the wastewater.

To maintain a healthy aquatic environment in our rivers and the sea, wipe off excess oil from plates and pans with a rag or waste newspaper before washing them.

Additionally, even if you use a “cooking oil dispersant,” which dissolves oil in water so it can be poured down the drain, the oil can separate from the agent again in the sewer and clog the pipes. So, please refrain from pouring the mixture of cooking oil and dispersant down the kitchen drain.

### Q1

**How are sewerage service charges calculated?**

**A1**

Sewerage service charges are calculated by taking the monetary figures listed below and multiplying them by 1.08 for tax.

Sewerage service charges are paid together with standard water fees to help reduce collection expenses and make paying more convenient (usually charged every other month).

#### Table of sewerage service charges (for one month)

<table>
<thead>
<tr>
<th>Sewage classification</th>
<th>Amount drained (㎥)</th>
<th>Rate (JPY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General sewage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0~8㎥</td>
<td>560JPY</td>
<td></td>
</tr>
<tr>
<td>9~20㎥</td>
<td>110JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>21~30㎥</td>
<td>140JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>31~50㎥</td>
<td>170JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>51~100㎥</td>
<td>200JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>101~200㎥</td>
<td>230JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>201~500㎥</td>
<td>270JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>501~1,000㎥</td>
<td>310JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>1,001㎥ and above</td>
<td>345JPY per 1㎥</td>
<td></td>
</tr>
<tr>
<td>Bathhouse sewage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0~8㎥</td>
<td>280JPY</td>
<td></td>
</tr>
<tr>
<td>9㎥ and above</td>
<td>35JPY per 1㎥</td>
<td></td>
</tr>
</tbody>
</table>

※ The above rate applies to combined drainage amounts from both tap water and well water.

#### Example calculation (for one month)

- **24 ㎥ used (general household average)**
  - 0~8 ㎥: 560JPY
  - 9~20 ㎥: 1,320JPY (110 x 12 ㎥)
  - 21~24 ㎥: 560JPY (140 x 4 ㎥)

  **Total:** 2,440JPY

  Sewerage Service Charge: 2,440JPY x 1.08 = 2,635JPY

*decimal values are rounded down*

Sewer systems process both rainwater and sewage. Treatment of rainwater benefits all society, and so expenses for its processing are covered by tax revenue. Sewer water expenses are the sole burden of the beneficiary, and so those costs are paid for by individual customers based on the specific amount of water drained.
Is it okay to pour oil down the sink drain?

Please do not pour oil down the drain.

The oil poured down the kitchen sink drain will cool down and solidify in sewer pipes, then come off to flow into the river and the sea in times of heavy rains. By keeping excess oil on the dishes from going down the kitchen sink drain, you not only prevent sewer pipes from becoming clogged, but also reduce the amount of contaminants discharged into sewer pipes, thereby lessening the amount of energy needed to treat the wastewater.

To maintain a healthy aquatic environment in our rivers and the sea, wipe off excess oil from plates and pans with a rag or waste newspaper before washing them. Additionally, even if you use a “cooking oil dispersant,” which dissolves oil in water so it can be poured down the drain, the oil can separate from the agent again in the sewer and clog the pipes.

So, please refrain from pouring the mixture of cooking oil and dispersant down the kitchen drain.

A request to all restaurant owners

Please install a grease interceptor and clean it regularly.

Grease traps are designed to remove fats (lard) and kitchen waste, which are known causes of sewer pipe clogs. Careful cleaning of a grease interceptor is important. If you neglect cleaning the grease interceptor, you may encourage foul odors and pest problems to arise.

Please properly dispose of any oil and fat content removed from the interceptor in cleaning by contacting a specialized waste disposal operator.
Q3 Can I use a garbage disposal unit?

A3 Please use a garbage disposal unit that has met certain requirements.

A garbage disposal unit that has met the desired requirements is the one called a “disposal drainage processing system” that is complete with a drainage processor. A disposal drainage processing system grinds up kitchen waste and, after treating it in the drainage processing apparatus, drains it with dishwater into the sewer system. It is a piece of equipment designed to reduce human-induced burdens on the environment.

Refrain from using a disposal unit unequipped with a drainage processor, or the ground-up vegetable scraps and other kitchen waste will flow into the sewer system, and may result in clogging drainpipes and/or contaminating rivers and oceans.

A notification is necessary for a new installation of drainage equipment. Furthermore, appropriate maintenance is required to keep a disposal drainage processing system functioning correctly.

So, please submit a maintenance plan related to the disposal drainage processing system to the Sewerage Office.

※ Your notification will be accepted at the customer service division of each Sewerage Office (See the back cover).

There are two types of disposal drainage processing systems.

- Biological treatment type
- Machine treatment type
**Q4** Is it okay to pour boiling water down the drain?

**A4** Drainpipes are not that strong against heat. Please chill the water before pouring it down the drain.

The rigid polyvinyl chloride (RPVC) pipes primarily used for domestic wastewater pipes do not handle heat well. When dumping boiling water down the drain after cooking, make sure to do so with tap water running, or wait until the hot water cools down (roughly 45°C or less).

Don’t pour boiling water!

If you have a warped drainpipe or other troubles due to boiling water, please consult with an Everything Drainage Consultation Center (p.28).
The toilet clogged. What should I do?

Try using a rubber cup plunger.

Using more toilet paper than is necessary can cause your toilet to clog. First use rubber gloves to directly remove any visible obstruction from the toilet drain, then try using a commercially available rubber-cup plunger. Additionally, please do not flush diapers or other insoluble materials such as tissues and plastics.

If the blockage persists after attempting the above method, please consult with an Everything Drainage Consultation Center (p.28).
Can I put glass or plastic bottles inside the toilet tank to reduce water consumption?

Each toilet is designed to use its own best amount of water to effectively carry waste to the sewage pipes. Purposefully reducing water flow may lead the drainpipes to clog, incurring cleaning fees. Please do not put glass or plastic bottles in the toilet tank.

Doing so may cause the drainage pipes to become blocked. Please do not put glass or plastic bottles in the toilet tank.

If the blockage persists after attempting the above method, please consult with an Everything Drainage Consultation Center (p.28).

Cooperating with the Bureau of Sewerage!

Feel free to ask anything related to household drainage systems at one of our Everything Drainage Consultation Centers. Look for this mark (p.28).
Hair buildup in the bathroom and washroom - is it okay to wash it down directly?

Doing so may cause the drainage pipes to become blocked. Be sure to frequently remove hair from the drain.

By carefully removing the hair caught in the strainer covering the bathroom drain, you can prevent hair from being washed down the drain.

If you remove the “bell” portion of the bell trap, the trap will no longer function properly, and clogs or foul odors may occur. Please refrain from removing the “bell” portion from the trap.

Also, the hair caught inside the bell trap will accumulate and require periodic cleaning.

(See page 13 for more details)

It is okay if you remove it frequently
Can I send lint from the washing machine down the drain?

Doing so may cause the drainage pipes to become clogged. Remove lint frequently using a lint catcher or waste catching net.

Make sure to clean your lint catcher before doing laundry!

As your washing machine’s lint catcher naturally accumulates lint and other impurities, please frequently clean it out and make sure it stays clean.
There’s an awful smell coming from the drainpipe. What should I do?

If your sink trap is functioning correctly, it should prevent foul smells or harmful insects.

A sink trap has functions to shut out bad smells and harmful insects. If the trap is not functioning correctly, or if there is no trap, foul odors may permeate the room, or harmful insects may infest your home, so please be careful.

《Possible causes for trap malfunction》

①Insufficient cleaning of hair and other impurities
②Improper handling, such as removing the bowl unit from a bowl trap
③Water evaporation due to long periods of disuse
④Deterioration of the apparatus itself
⑤Inferior connections between drainage pipes and/or ventilation ducts etc.

If you’re having any trap problems or malfunctions, please consult with an Everything Drainage Consultation Center (p.28).
There’s an awful smell coming from the public sewage inlet in the street. Where should I inquire about it?

Please contact your local Sewerage Office.

The wastewater from underground holding tanks (building cesspits) can cause foul odors. If any unpleasant smells start coming from the public inlets or manholes in the road, please contact your local Sewerage Office (See the back cover).

How foul odors occur

Foul odors are released when decomposing wastewater is pumped out of underground holding tanks and discharged into sewer pipes.

Building cesspit

Drainage equipment (onsite)
※Managed by the building owner

Public stormwater inlet

Public sewerage (section under a public road)
※Managed by the Bureau of Sewerage

However, public stormwater inlets that drain water from the streets are supervised by road management.
Q11 What should I do if an earthquake occurs and my toilet becomes unusable?

A11 Please use portable toilets, or toilets installed by your ward or municipality.

In the event of an earthquake, there is a chance your toilet may become unusable. Please use portable toilets you’ve prepared for such a natural disaster, or public toilets installed by your ward or municipality.

It is extremely dangerous to open nearby public sewage inlets or manholes for your restroom-related needs. Don't do it!

Don't open public sewage inlets or manhole covers!
Repairing drainage equipment...

Even in the event of a natural disaster, customers should contact one of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses for repairs and construction (see page 21). Inquiries from customers in need of drainage equipment repairs are accepted by the Comprehensive Equipment Maintenance Center※. However, if too many inquiries rush in and the center cannot respond to them all, the local Sewerage Office will provide an in-office consultation window for matters related to drainage repairs.

To help you plan drainage equipment restoration more smoothly, we will put additional information on our homepage about any of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses applicable.

※Comprehensive Equipment Maintenance Center:
A drainage equipment repair reception center run by a partnership of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses. The center handles paid repairs related household drainage equipment in the 23 wards.
Q12 Is there anything I can do in advance to prevent or reduce flood damage?

A12 Make sure not to block public stormwater inlets on the road. We also ask for your cooperation in our installation of rainwater infiltration devices.

- Blocking public stormwater inlets like this will prevent rainwater from draining smoothly and may cause flooding.

  Don’t place objects over public stormwater inlets and street gutters.
  Don’t sweep dirt, dust, or other waste into the public stormwater inlets.
We ask for your cooperation in our installation of rainwater infiltration devices

Rainwater infiltration devices regulate the amount of rainwater that flows into sewage pipes. They do this by smoothly channeling rain off of rooftops and other above-ground areas to evenly permeate the ground soil. The Bureau of Sewerage has been installing rainwater infiltration devices along public roads. Some wards provide housing subsidies for installing these devices; we appreciate your cooperation in this endeavor.

The following Wards offer subsidies for installing the rainwater infiltration system as of April 2018. (Minato, Shinagawa, Meguro, Ōta, Setagaya, Suginami, Kita, Itabashi, and Nerima)

An example of a rainwater infiltration device

Consult with the customer service division of your local Sewerage Office concerning installation of a rainwater infiltration device.
The water in the stormwater inlets on my property wasn’t flowing well, so I looked inside and I noticed it’s clogged with mud. What should I do?

Remove all mud and blockages from your household stormwater inlets, and be sure to keep them clean.

Leaving your household stormwater inlets filled with dirt and mud may lead to hazardous blockages. Regularly check the condition of your inlets and clean them as needed. Sweeping fallen leaves, snow, or other refuse into the stormwater inlets or sewage inlets will also lead to hazardous blockages, so refrain from doing so.

Be careful not to let your fingers get caught when opening and closing the lid!

If a public stormwater inlet in the road (excluding private roads) has become clogged or no longer drains water efficiently, please contact that roadway’s management staff (for ward-owned roads, please contact the Ward Office).

Pouring highly volatile hazardous materials such as chemicals, gasoline, or paint thinners will cause the sewage pipes to melt or explode, leading to a disastrous accident. Do not under any circumstances pour those materials down the inlet.

※Do not attempt to open public inlets under any circumstances.

If you're experiencing trouble with clogging on your property, please contact an Everything Drainage Consultation Center (p.28).
Leaving your household stormwater inlets filled with dirt and mud may lead to hazardous blockages. Regularly check the condition of your inlets and clean them as needed.

Sweeping fallen leaves, snow, or other refuse into the stormwater inlets or sewage inlets will also lead to hazardous blockages, so refrain from doing so.

If a public stormwater inlet in the road (exempting private roads) has become clogged or no longer drains water efficiently, please contact that roadway’s management staff (for ward-owned roads, please contact the Ward Office).

Pouring highly volatile hazardous materials such as chemicals, gasoline, or paint thinners will cause the sewage pipes to melt or explode, leading to a disastrous accident. Do not under any circumstances pour those materials down the inlet.

※Do not attempt to open public inlets under any circumstances.

Remove all mud and blockages from your household stormwater inlets, and be sure to keep them clean.

Be careful not to let your fingers get caught when opening and closing the lid!

The water in the stormwater inlets on my property wasn’t flowing well, so I looked inside and I noticed it’s clogged with mud. What should I do?

What should I do if the water is draining slowly or not at all?

Please use cleaning utensils and cleansers intended for drainpipes.

Frequent testing and cleaning is an effective way to prevent drain troubles and make your drainpipes last for a long time. However, some chlorine-based pipe cleansers can damage your drainpipes if used in excess (not just chlorine-based ones but, any cleansers can damage sewage pipes and contaminate rivers and oceans if used in excess). Please carefully read the instructions and precautions written on the cleanser bottle before using it.

Please read and follow the instructions and precautions!

Please contact an Everything Drainage Consultation Center for inquires related to pipe testing and cleaning (p.28)
How should I request drainpipe work?

Please commission one of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses to do the work.

When ordering drainpipe work, get an estimate from a few companies and, after sufficient consideration, exchange a satisfying contract. You can find the list of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses by area on the Bureau of Sewerage’s homepage. ※ Tama District residents should contact their local municipality’s sewerage department for a list of designated businesses.

You are required to notify the Bureau of Sewerage of any work on drainage equipment (e.g. the drainpipes responsible for carrying sewage from your property to the public sewage system). (Applications will be submitted by Tokyo Metropolitan Designated Drainage Facility Construction Businesses.) ※ For details, consult with the customer service division of your nearest Sewerage Office.

For construction-related consultation, contact an Everything Drainage Consultation Center (p.28).
A request to our customers

If you live in a semi–basement house, you should be especially cautious about flooding damage!

Important points for semi–basement houses and underground rooms:
- When rainwater flows down from the street towards houses, flooding may occur. There is also the danger that water pressure from the flooding water will make doors difficult to open.
  - If there is a flood warning, do not enter underground areas of your house.
  - Please prepare sandbags, water bags, or waterstops to prevent water from coming in.
- During periods of heavy rain, the water level in the sewage pipe system may rise, causing toilets or baths that are positioned below street level to send sewage back up.
  - Install a sewage drain pump tank in advance to ensure that sewer water doesn’t flow back up your pipes.

Sandbags and water bags
Simple water bags made from trash bags
A simple waterstop setup
※Some wards have sandbag preparation stations. Please inquire with your ward office for details.

A request concerning illegal garbage dumping

○ Do not improperly dispose of sewage, contaminated mud, mortar, liquid waste, or other waste matter into manholes or sewage inlets.
○ Improper disposal of such matter will result in a prison sentence of up to 5 year or a maximum 10,000,000JPY fine under the Waste Management and Public Cleansing Law.
○ If you witness a vacuum truck or other such vehicle dumping the waste, please report this to your local police station or sewerage office (See the back cover).

We appreciate your cooperation in our efforts to maintain adequate sewerage system management.
The Tokyo Bureau of Sewerage’s homepage contains a wide variety of information. Here is a brief introduction to some of what we offer.

**Tokyo Amesh**

Tokyo Amesh provides color-coded information on rainfall in Tokyo and the surrounding areas, and is updated in real time. Amesh also has a function to replay all rainfall data from the previous two hours up to the present time. A smartphone version of Tokyo Amesh has been available for download as of April 2017. Use this app when you are going out, or to prepare your household against flooding in times of heavy rains.

**Access the Tokyo Bureau of Sewerage’s homepage from the URL above!**

**Tokyo Amesh is now available to view from your smartphone.**

Scan the QR code to acquire the URL.

Go to “menu”, then “add to my home screen” to have the icon registered in your smart phone.

**Search for Tokyo Metropolitan Designated Drainage Facility Construction Businesses from our homepage!**

Click the button that reads: Everything Drainage Consultation Centers & Tokyo Metropolitan Designated Drainage Facility Construction Businesses

**Click the button that reads:**

Everything Drainage Consultation Centers & Tokyo Metropolitan Designated Drainage Facility Construction Businesses

Search for your nearest Everything Drainage Consultation Center on our homepage by following the instructions written on the left.

If you have any toilet, kitchen, or other household drainage equipment troubles, head to an Everything Drainage Consultation Center!
Look up construction information from the Bureau of Sewerage on the homepage!

● For the Bureau’s current operations, click “Construction Information”

Click the region you want to view

Construction information of the sewerage system will be displayed by region.

Sewer Adventure

This website contains everything you need to know about sewer-age. Enjoy the full range of contents, including videos, games and quizzes.

Click this banner

A list of Tokyo Metropolitan Designated Drainage Facility Construction Businesses in your area will be displayed.

If you have any toilet, kitchen, or other household drainage equipment troubles, head to an Everything Drainage Consultation Center! Search for your nearest Everything Drainage Consultation Center on our homepage by following the instructions written on the left.

Look for this mark.

※Tama District residents should contact their local municipality’s sewerage department for a list of designated businesses.
## List of Water Reclamation Centers (WRC)

<table>
<thead>
<tr>
<th>WRC Name</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shibaura WRC</td>
<td>Minato, Konan 1-2-28</td>
<td>03-3241-0944</td>
</tr>
<tr>
<td>Mikawashima WRC</td>
<td>Arakawa, Arakawa 8-25-1</td>
<td></td>
</tr>
<tr>
<td>Sunamachi WRC</td>
<td>Koto, Shinsuna 3-9-1</td>
<td></td>
</tr>
<tr>
<td>Ariake WRC</td>
<td>Koto, Ariake 2-3-5</td>
<td></td>
</tr>
<tr>
<td>Nakagawa WRC</td>
<td>Adachi, Nakagawa 5-1-1</td>
<td></td>
</tr>
<tr>
<td>Kosuge WRC</td>
<td>Katsushika, Kosuge 1-2-1</td>
<td></td>
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<tr>
<td>Kasai WRC</td>
<td>Edogawa, Rinkaicho 1-1-1</td>
<td></td>
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<tr>
<td>Ochiai WRC</td>
<td>Shinjuku, Kamiochiai 1-2-40</td>
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<tr>
<td>Nakano WRC</td>
<td>Nakano, Arai 3-37-4</td>
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<td>Miyagi WRC</td>
<td>Adachi, Miyagi 2-1-14</td>
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<td>Shingashi WRC</td>
<td>Itabashi, Shingashi 3-1-1</td>
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<td>Ukima WRC</td>
<td>Kita, Ukima 4-27-1</td>
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<td>Morigasaki WRC</td>
<td>Ota, Omoriminami 5-2-25</td>
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<tr>
<td>Kita Tama 1st WRC</td>
<td>Fuchu City, Koyanagicho 6-6</td>
<td>042-365-4302</td>
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<tr>
<td>Minami Tama WRC</td>
<td>Inagi City, Omaru 1492</td>
<td>(Kita Tama 1st WRC)</td>
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<tr>
<td>Kita Tama 2nd WRC</td>
<td>Kunitachi City, Izumi 1-24-32</td>
<td>042-572-7711</td>
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<tr>
<td>Asakawa WRC</td>
<td>Hino City, Ishida 1-236</td>
<td>(Kita Tama 2nd WRC)</td>
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<tr>
<td>Tama River Joryu WRC</td>
<td>Akishima City, Miyazawacho 3-15-1</td>
<td>042-545-4120</td>
</tr>
<tr>
<td>Hachioji WRC</td>
<td>Hachioji City, Komiyamachi 501</td>
<td>(Tama River Joryu WRC)</td>
</tr>
<tr>
<td>Kiyose WRC</td>
<td>Kiyose City, Shitajuku 3-1375</td>
<td>042-494-1451</td>
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</tbody>
</table>

### Tour Reservation Reception Desk
03 -3241 -0944

※Tours are of the water treatment facilities only. For tours of the sewage treatment facilities, please contact the facility management department at 03-4320-6621.

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We hope you’ll come tour the Bureau of Sewerage’s facilities. Why not learn a bit about the water cycle with your friends and family?

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For tours within Tokyo’s 23 wards, contact the tour reservation reception desk (listed above). For Tama district centers, please contact the center you want to tour directly. (excluding Saturday, Sunday, holidays, and the New Year's holiday)
Sewage pipes, pumping stations, and water reclamation centers usually off-limits are recreated here. See them up close while learning about the role of sewerage and the importance of aquatic environments.

- **Hours of operation:** 9:30am-4:30pm (no admission after 4:00pm)
- **Closed on:** Mondays (if a national holiday falls on a Monday, the museum will be open, but will be closed the following day), New Year’s holiday
- **Please contact the museum in advance for group admissions.**
- **Address:** Koto, Ariake 2-3-3
  Ariake Water Reclamation Center
  Administrative Building (Building A), 5th Floor
- **Telephone:** 03-5564-2458
- **Homepage:** [http://www.nijinogesuidoukan.jp/](http://www.nijinogesuidoukan.jp/)

This is the first ever remain in the field of sewerage that has been designated as National Important Cultural Properties. Come and see for yourself this sewerage facilities including the underground areas!

- **Hours of operation:** 9:00am-5:00pm
- **Closed on:** Tuesdays, Fridays, New Year’s holiday
- **Address:** Arakawa, Arakawa 8-25-1
  Mikawashima Water Reclamation Center
- **Telephone:** 03-6458-3940
- **Reservations are required for tours.**

We’ve put a retired pipeline construction site back to work as a museum. Come and see for yourself what the inside of a real sewage pipe looks like!

- **Hours of operation:** 9:30am-4:30pm
- **Closed on:** Saturdays, Sundays, holidays, New Year’s holiday
- **Address:** Taito, Kuramae 2-1-8
  Onsite of the North Sewerage Office
- **Telephone:** 03-3241-0944
- **Reservations are required for tours.**
Please contact us in any of these situations

● A foul smell is coming from the manhole in the road
● Consultation about sewerage service charges (reduction and/or tax exemption)

→ List of Sewerage Offices
(See the back cover)

● The public stormwater inlets in the street are clogged!

If you see any trouble related to the public stormwater inlets in your street, contact the roadway’s management staff (for ward-owned roads, contact the ward office).

● The sewage pipes are clogged!
● The manhole cover is rattling!

→ List of Branch Offices
(See the back cover)

If you notice any irregularity with a manhole cover, or if any trouble arises related to your sewage pipes or public sewage inlets, please contact your local Branch Office.

Cooperating with the Bureau of Sewerage!

Feel free to consult with us!

Earth-kun

Tokyo Bureau of Sewerage

Everything Drainage Consultation Centers will respond to your sewer-related troubles inside the house lot, such as clogs, bad smells, drainage equipment construction (drainpipes, inlets, etc.), and more. Feel free to contact us any time.

Everything Drainage Consultation Centers all post the mark shown below on a store’s shopfront. Consultations are generally free of charge. However, testing and examinations may incur fees, so please confirm service specifics with the store.

Look for this mark!

Sewage Consultation Centers are located at cooperating Tokyo Metropolitan Designated Drainage Facility Construction Businesses (Partner Stores) as well as at the Bureau of Sewerage.

Check the list of cooperating Tokyo Metropolitan Designated Drainage Facility Construction Businesses on the Bureau of Sewerage website to find a Partner Store close to you (see page 23).

You can also use “Comprehensive Equipment Maintenance Center.” This is a center accepting repair orders for wastewater equipment, run by the cooperative association of Tokyo Prefecture Designated Wastewater Equipment Installers. The Center handles repair work of residential wastewater equipment within their service area (fees apply).

Comprehensive Equipment Maintenance Center
Inquiries received 24 hours/day 365 days/year
Tel: 0120-850-195 (toll free)   03-3585-0195 (mobile phones/PHS)

Contact an Everything Drainage Consultation Centers for your sewer-related troubles.
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Comprehensive Equipment Maintenance Center
Inquiries received 24 hours/day 365 days/year
Tel: 0120-850-195 (toll free) 03-3585-0195 (mobile phones/PHS)
Important: The Bureau of Sewerage and its contractors will never conduct “an inspection, cleaning or repairs” on your household wastewater equipment! (Sewage inlets and stormwater inlets on public roads are serviced by the government)

“BE ON YOUR GUARD!”

Important: The Bureau of Sewerage and its contractors will never conduct “an inspection, cleaning or repairs” on your household wastewater equipment! (Sewage inlets and stormwater inlets on public roads are serviced by the government)

Tips to avoid trouble

1. Do not open the door blindly.
2. Do not allow them to begin working without your consent.
3. Don’t sign anything on the spot (be prudent with personal seals and signatures)
4. If they are hinting at affiliation with the Bureau of Sewerage, have them present their identification papers and/or work consignment identification, as issued by the Bureau.

◇ If you feel even the slightest of suspicions, contact your nearest Sewerage Office (See the back cover).
◇ Consult with the Tokyo Consumer Life Center (03-3235-1155) for contract-related questions (including the Cooling Off System).
◇ If you feel extorted or threatened, contact your nearest police station.
◇ Consult with your nearest Everything Drainage Consultation Center for your drainpipe construction or cleaning services. Look for the mark on the previous page.
Important: The Bureau of Sewerage and its contractors will never conduct "an inspection, cleaning or repairs" on your household wastewater equipment!

(Sewage inlets and stormwater inlets on public roads are serviced by the government)

Beware of malicious businesses!

"BE ON YOUR GUARD!"

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There has been a recent upsurge in the number of sewerage-related scams. Soliciting companies have used clever wording to play themselves off as affiliated with the Bureau of Sewerage, and canvass tests, cleaning, or repair of household drainage equipment (drainpipes, inlets, etc.). Some of them have gone so far as to use extortionate language to force unwitting victims into signing contracts.
<table>
<thead>
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<th>District</th>
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<td>Tama Region</td>
<td>Contact your municipality's sewerage department.</td>
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