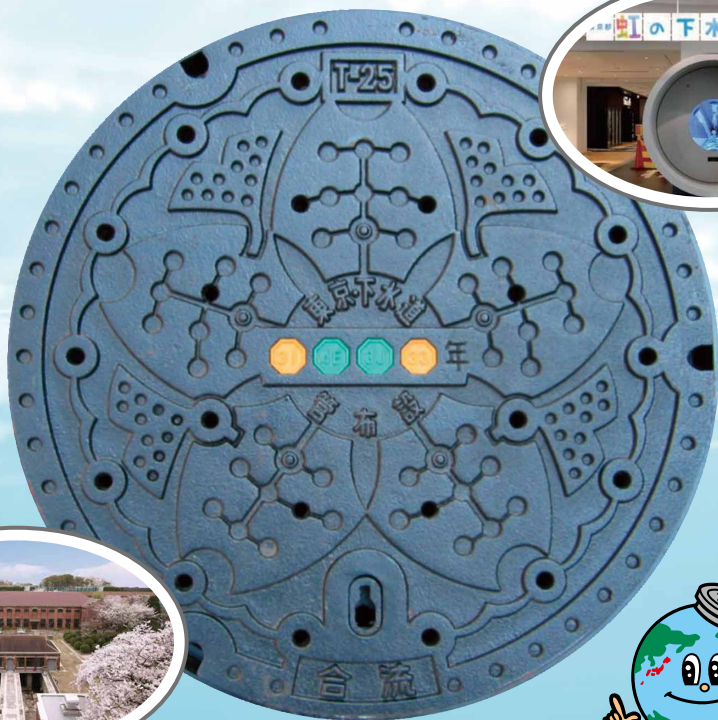


# ***Sewerage Everything Guide***

*Handy Guide for Sewerage and Living*



Tokyo Bureau of Sewerage







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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 30 for more details.)



# The Role of Sewerage

## Ensuring a comfortable living environment

Sewerage systems ensure our comfortable living environment by treating 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

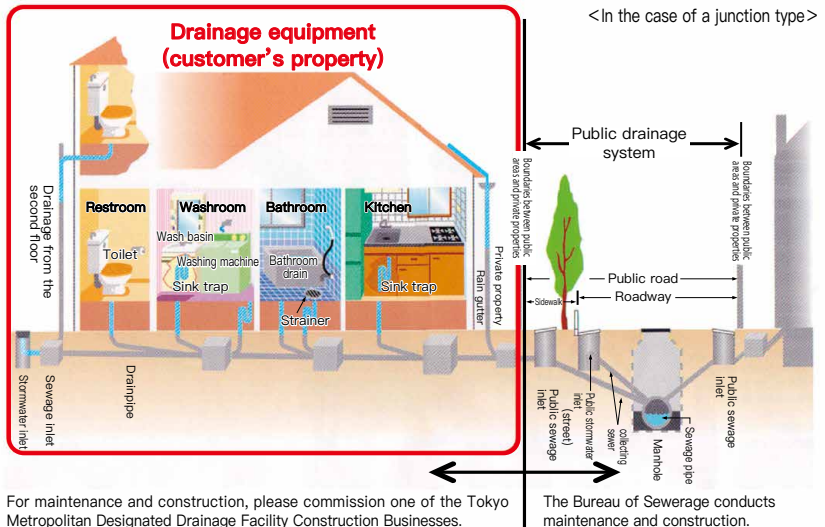
Sewerage systems contribute to protecting the global environment and advancing the conservation of energy and resources by applying the energy and resources found in sewerage, such as recycled water, sewer water's heat, and mud slurries.

## The multifunctionality of sewerage facilities

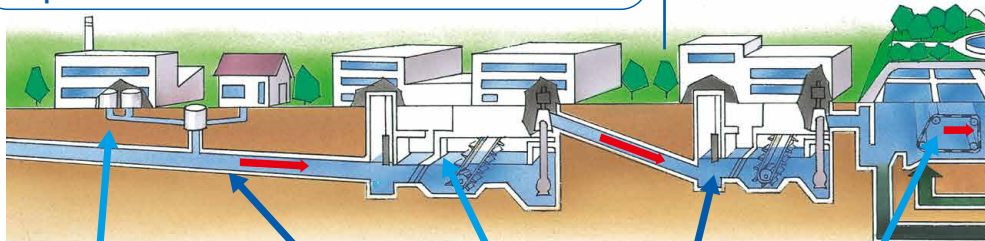
Water Reclamation Centers serve a variety of purposes for local residents, and the above-ground space of the facilities are often converted into parks, sports grounds, and earthquake evacuation centers. Furthermore, by utilizing the fiber-optic cables laid down in the sewer pipe system for long-distance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



# How Sewerage Systems Support Our Everyday Living



## The process from households and factories to rivers and oceans



### Drainage Equipment

These equipment drain both rainwater and contaminated water from households and factories into the sewer system.

### 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.



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.

Public Sewage Inlet

Public sewage inlets connect household drainpipes to the sewage pipe system, and are opened for cleaning the pipes or examining them for dirt or clogs.



Public sewage inlet



Public sewage inlet (Small inlet)

Public Stormwater Inlet (street)

Public stormwater inlets allow rainwater to flow into the sewage pipe system from the street, and help prevent flooding.(There are large holes to facilitate the collection of rainwater from the street.)

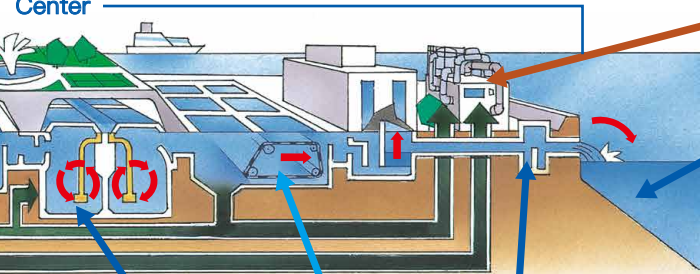


Public stormwater inlet (street)



Public stormwater inlet (street)(metal grate)

Center



Slurry Processing Facility

Here, slurry deposits are dehydrated and then incinerated.

Preserving water quality in public water areas

To respond to tightening of regulations on the quality of discharged water, we are developing the installation of high-level processing techniques that remove nitrogen and phosphorus from the water as well.

Reaction Tank

Impurities dissolved in the water are biodegraded by microbes into slurry.

Secondary Sedimentation Basin

Slurry that grew larger in the reaction tank is allowed to settle here.

Chlorination Tank

The treated water undergoes chlorination to kill bacteria such as E. coli, before it is discharged into rivers and oceans.



▲Sumida River revitalized



# Handy Guide for Sewerage and Living

~We answer your questions about home sewerage systems~



1

## How are sewerage service charges calculated?

Sewerage Service Charges  
Guide for Sewerage and Living



1

## Sewerage service charges are calculated by taking the monetary figures listed below and adding their consumption taxes.

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)

Sewage classification	Amount drained (m <sup>3</sup> )	Rate (JPY)
General sewage	0~8m <sup>3</sup>	560JPY
	9~20m <sup>3</sup>	110JPY per 1m <sup>3</sup>
	21~30m <sup>3</sup>	140JPY per 1m <sup>3</sup>
	31~50m <sup>3</sup>	170JPY per 1m <sup>3</sup>
	51~100m <sup>3</sup>	200JPY per 1m <sup>3</sup>
	101~200m <sup>3</sup>	230JPY per 1m <sup>3</sup>
	201~500m <sup>3</sup>	270JPY per 1m <sup>3</sup>
	501~1,000m <sup>3</sup>	310JPY per 1m <sup>3</sup>
	1,001m <sup>3</sup> and above	345JPY per 1m <sup>3</sup>
Bathroom sewage	0~8m <sup>3</sup>	280JPY
	9m <sup>3</sup> and above	35JPY per 1m <sup>3</sup>

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

### ● Example calculation (for one month)

24 m<sup>3</sup> used (general household average)

0~8 m<sup>3</sup> 560JPY

9~20 m<sup>3</sup> 1,320JPY (110 x 12 m<sup>3</sup>)

21~24 m<sup>3</sup> 560JPY (140 x 4 m<sup>3</sup>)

**Total 2,440JPY**

Sewerage Service Charge = 2,440JPY + Consumption Tax  
(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.





**Q2 Is it okay to pour oil down the sink drain?**



**A2 Please do not pour oil down the drain.**

Oil poured down from the kitchen can get into the sewer pipes and solidify, and when it rains heavily, it can peel off and flow into rivers and the ocean.

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 dispose of cooking oil using an “oil disposal agent that can be flushed down the drain,” the oil may separate again in the sewage pipes, clogging them, so please do not mix it with cooking oil and flush it down the kitchen drain.

Cooking oil is collected for recycling by municipalities.

### A request to all restaurant owners

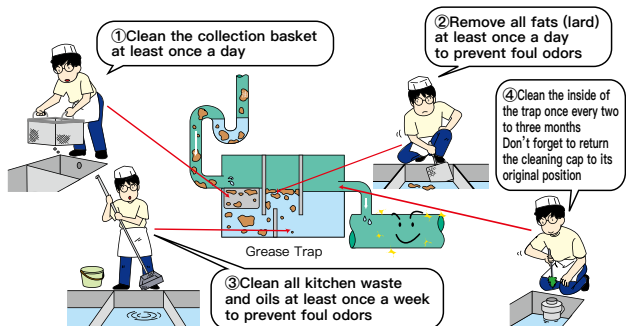
Grease traps are designed to remove fats (lard) and kitchen waste, which are known causes of sewer pipe clogs.

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.

Do not install additional equipment for aeration, or use a grease treatment agent that breaks up grease and discharges it as wastewater.

**Please install a grease interceptor and clean it regularly.**







**Can I use a garbage disposal unit?**



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

A disposer that meets the requirements is a “disposer wastewater treatment system” certified by the Japan Sewage Works Association.

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.

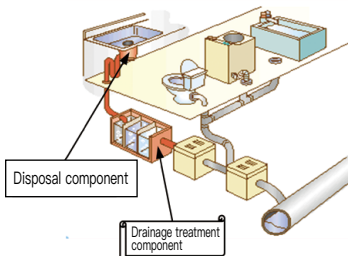
Furthermore, appropriate maintenance is required to keep a disposal drainage processing system functioning correctly.

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

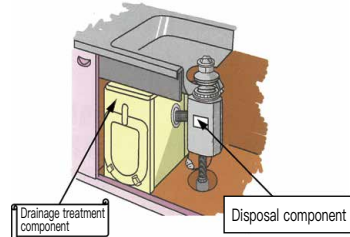
※ Your notification will be accepted at the customer service division of each Sewerage Office (See the back cover).

**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.25).



## Q5

The toilet clogged.  
What should I do?



## A5

Try using a rubber cup plunger.

First use rubber gloves to directly remove any visible obstruction from the toilet drain, then try using a commercially available rubber-cup plunger. Using more toilet paper than is necessary can cause your toilet to clog. In addition, you cannot flush anything other than waste and toilet paper down the toilet. Do not flush disposable diapers, water-insoluble tissues, plastic, etc. down the toilet.

Use a rubber-cup plunger  
when your toilet is clogged.



If the blockage persists after attempting the above method,  
please consult with an Everything Drainage Consultation Center (p.25).





**Can I put glass or plastic bottles inside the toilet tank to reduce water consumption?**



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

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 drain-pipes to clog, incurring cleaning fees. Please do not put glass or plastic bottles in the toilet tank.

Currently, water-saving toilets and other such devices are increasing.

If you have any questions, please consult with a member store of the "Drainage Consultation Center".

**Cooperating with the  
Bureau of Sewerage!**



**Feel free to consult with us!**

Earth-Kun  
Tokyo 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.25).



**Q7**

**Hair buildup in the bathroom and washroom - is it okay to wash it down directly?**



**A7**

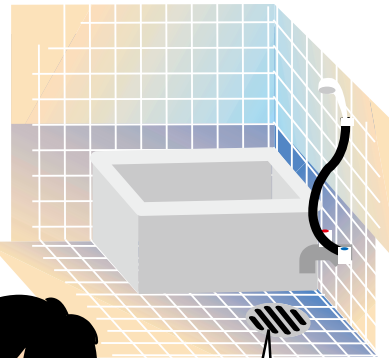
**Doing so may cause the drainage pipes to become blocked. Be sure to frequently remove hair from the drain.**

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

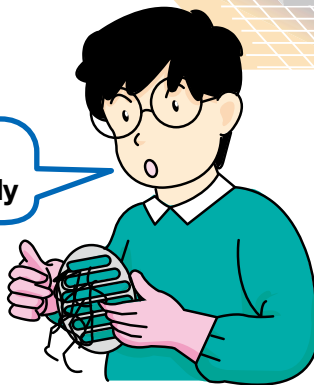
If you remove the “bell” portion of the bell trap, the trap will no longer function properly, and clogs or foul odors may occur. Please refrain from removing the “bell” portion from the trap.

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

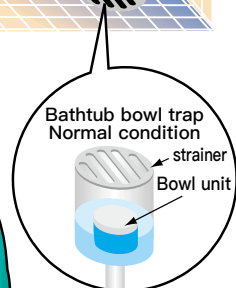
(See page 14 for more details)



**It is okay if you remove it frequently**



Bathtub bowl trap  
Normal condition





**Q**8

**Can I send lint from the washing machine down the drain?**



**A**8

**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.



## Q9

There's an awful smell coming from the drainpipe.  
What should I do?

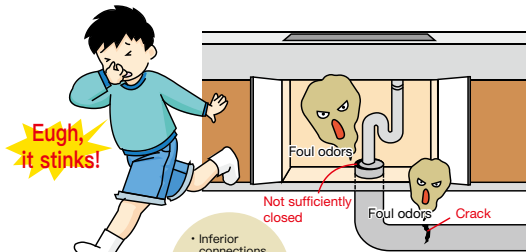


## A9

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.

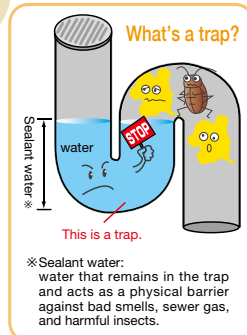
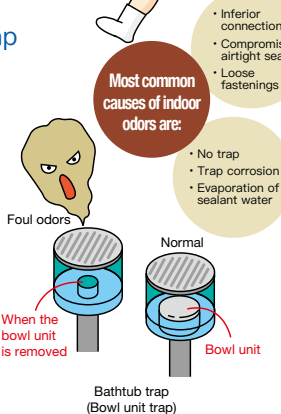
If the trap is not functioning correctly, or if there is no trap, foul odors may permeate the room, or harmful insects may infest your home, so please be careful.



### 《Possible causes for trap malfunction》

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

etc.



※ Sealant water: water that remains in the trap and acts as a physical barrier against bad smells, sewer gas, and harmful insects.



If you're having any trap problems or malfunctions, please consult with an Everything Drainage Consultation Center (p.25).



## Q10

Where should I inquire if there's an awful smell coming from the public sewage inlet in the street or manhole, or if the public stormwater inlet in the street is clogged?

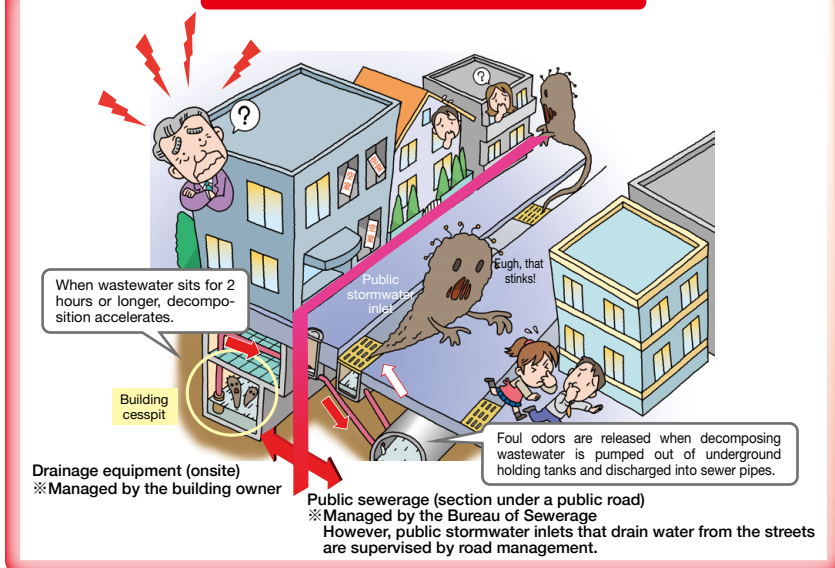


## A10

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). 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).

### How foul odors occur







**What should I do if an earthquake occurs and my toilet becomes unusable?**

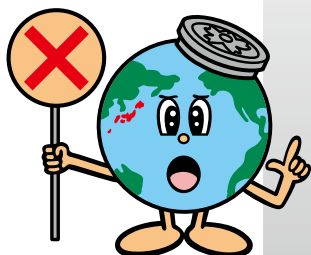


**Please use portable toilets, or toilets installed by your ward or municipality.**

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!

**Do not open the covers of public sewage inlets or manholes!**



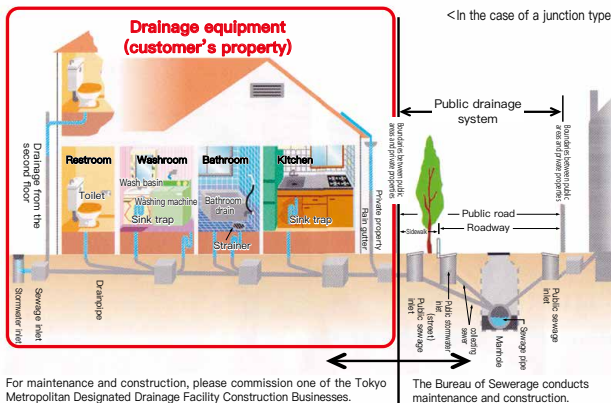


## Repairing drainage equipment...

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 25).

Inquiries from customers in need of drainage equipment repairs are accepted by the Comprehensive Equipment Maintenance Center<sup>※</sup>. 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

What should I do if wastewater remains in the sewage inlet or has not drained after an earthquake?

## A12

Your drainpipes may be damaged. Continuing to use them in this state could cause wastewater to flow back into your home. Please ask a designated business (see page 25) to repair your drainpipes.

### Steps following a major earthquake

Following an earthquake, if you are in an area where the use of sewerage has been restricted, please refrain from using the sewerage system.

If you are in an area where there are no restrictions, you need to check in advance whether water will drain from your toilet, bathtub, sink and elsewhere.

#### To self-check (by several people as much as possible upon verifying safety)

##### Step 1

Open the cover of the inlet on your property.



Inside



##### Step 2

Drain water from your toilet, etc.



##### Step 3

Check inside the inlet. Is water flowing into it?



If wastewater is not sitting and is draining, you can use your sewer system.

#### To ask a designated business

➡ Please contact the **Comprehensive Equipment Maintenance Center** at the bottom of page 25.





**I want to know the rainfall status in Tokyo.**



**Please see 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.

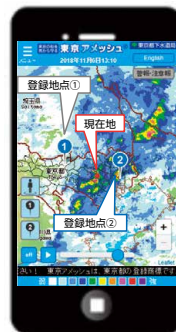
### Tokyo Amesh



PC version

<https://tokyo-ame.jwa.or.jp>

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



Scan the 2D barcode to acquire the URL.



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



# Q14

Is there anything I can do in advance to prevent or reduce flood damage?

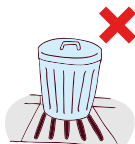
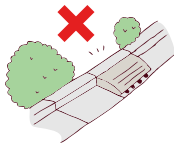
# A14

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.

Do not place objects directly on top of public stormwater inlets.

Do not place objects directly on top of public stormwater inlets.



Stormwater inlet

- 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 2024. (Shinagawa, Meguro, Ota, Setagaya, Sugunami, Kita, Itabashi, and Nerima)

## An example of a rainwater infiltration device



Infiltration inlet



Infiltration pipe





## A request to our customers

### Please pay close attention to flood damage in semi-basement houses!

In semi-basement houses and basements,

- 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.

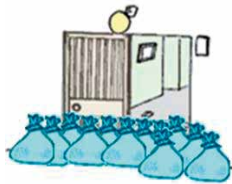
- If there is a flood warning, do not enter underground areas of your house.
- Please prepare sandbags, water bags, or waterstops to prevent water from coming in.

- 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.

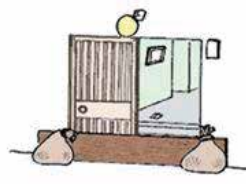
- Install a sewage drain pump tank in advance to ensure that sewer water doesn't flow back up your pipes.



Sandbags



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.



Consult with the customer service division of your local Sewerage Office concerning installation of a rainwater infiltration device.



**Q15**

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?



**A15**

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.



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.**



If you're experiencing trouble with clogging on your property, please contact an Everything Drainage Consultation Center (p.25).



**Q16**

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

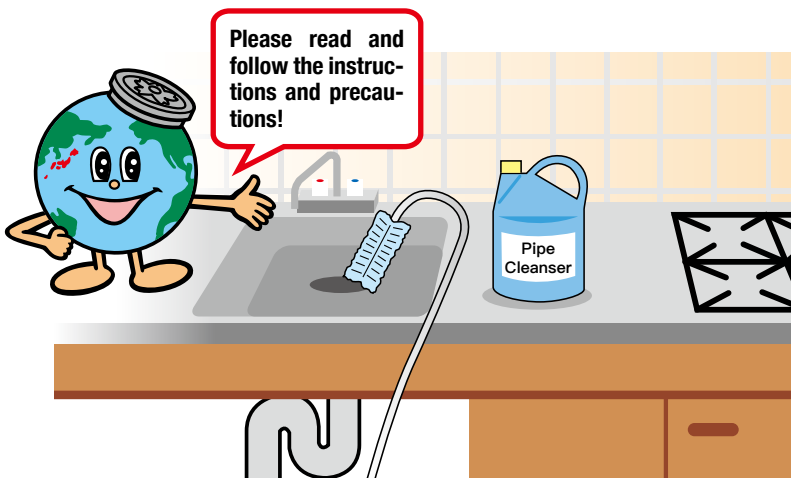


**A16**

**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 contact an Everything Drainage Consultation Center for inquiries related to pipe testing and cleaning (p.25)



## Q17




**Why is it necessary to request a designated contractor to do any work or installation related to drainage facilities?**

## A17

**Because installation of drainage systems, for example, requires specialized knowledge and skills.**

If sewage discharged from homes and factories is not properly flushed, it can have a negative impact on a safe and comfortable living environment. In order for the drainage system and public sewage system to function together, the drainage system must be properly installed in accordance with technical standards.

In order to maintain technical standards, the Tokyo Metropolitan Government Ordinance on Sewerage System establishes the following three systems.

Designated constructor system	Under this system, new construction or reconstruction of drainage facilities must be performed only by a “designated drainage equipment constructor” designated by the Director of the Bureau of Sewerage. A full-time responsible engineer is assigned to the designated constructor.	
Technical supervisor system	Because drainage installation work requires specialized knowledge and skills, only a “technical supervisor responsible for drainage installation work” who has passed a certification test and is registered is allowed to manage the technical aspects of the work.	
Plan notification system	This is a system to check in advance whether the drainage system construction plan is appropriate in light of technical standards. You must notify the Bureau of Sewerage of your construction plans at least 7 days before the work is to be done.	

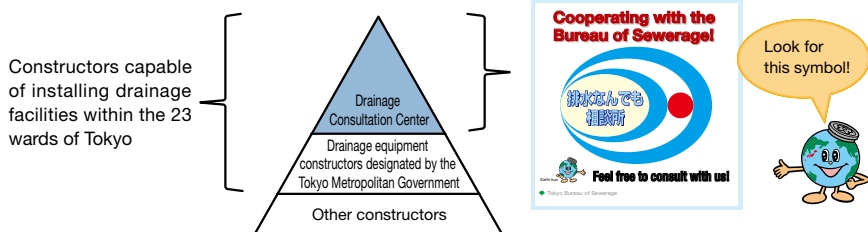
We ask for your understanding and cooperation with these three systems in order to ensure that sewage treatment functions are fully utilized throughout the region.



# The “Drainage Consultation Center” provides advice when you are in trouble.

If you have any problems with construction, odor, or clogging of drainage facilities (sewage drains, sewage inlets, etc.) on your premises, consult a designated drainage equipment constructor (designated constructor).

Among them, constructors that cooperate with the efforts of the Tokyo Metropolitan Government Bureau of Sewerage as a consultation service, especially with regard to drainage equipment, are called “Drainage Consultation Centers (Sewerage Bureau Cooperating Shops).”



In principle, consultation at the “Drainage Consultation Center” is free of charge. However, there may be fees for inspections and surveys, etc., so please confirm the details on a case-by-case basis.

Search the website of the Tokyo Metropolitan Government Bureau of Sewerage to find a designated drainage equipment constructor in your area!

Top page of the Sewerage Bureau website



Search by entering “Designated drainage equipment constructor”



Access via 2D code

Click on the area where you live



This is a consultation center for drainage facilities operated by the cooperative association of drainage equipment constructors designated by the Tokyo Metropolitan Government, and handles chargeable repairs related to drainage facilities in residential areas in the wards.

©SOGO SETSUBI Maintenance Center  
(The Tokyo Plumbing & heating Contractors' Association)  
Reception hours 24 hours a day, 365 days a year  
Telephone number 0120-850-195 (toll-free)





A company claiming to be affiliated with the Bureau of Sewerage came to my home to canvass tests and repair of equipment. Can I trust them?

There was a flyer in my mailbox saying, for a limited time only, a company can clean my drainpipes for XXJPY when it normally costs thousands or tens of thousands of yen. Is this company affiliated with the Bureau of Sewerage?



## Beware of malicious businesses!

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 \(See the back cover\)](#).

◇ Please contact the [Consumer Affairs Agency's Consumer Hotline \(188\)](#) regarding contracts (including cooling-off).

◇ 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.





Where can I find out about the construction work conducted by the Bureau of Sewerage?



You can access information on sewerage system construction by region on the Bureau of Sewerage's website.

Look up construction information from the Bureau of Sewerage on the homepage!  
<http://www.gesui.metro.tokyo.jp/>

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

Click on the "Familiar Information" → "Information on construction work in your neighborhood" tab at the top of the homepage.

Click the region you want to view

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

The diagram illustrates the steps to find construction information on the Tokyo Bureau of Sewerage's website. It starts with a purple arrow pointing to the homepage icon (a house with 'トップ' below it) and the '身近な情報' (Familiar Information) tab. A callout box explains that the homepage can be accessed via the URL <http://www.gesui.metro.tokyo.jp/>. Another purple arrow points to the 'お近くの工事情報' (Information on construction work in your neighborhood) section, which features a sewerage manhole icon and a dropdown arrow. A callout box instructs to click on 'Familiar Information' → 'Information on construction work in your neighborhood'. A third purple arrow points to a screenshot of the website's regional construction information page, which lists various regions and construction projects. A callout box instructs to click the region you want to view. Finally, a purple arrow points to a circular callout box stating that construction information will be displayed by region.





**What should I do if a manhole cover is rattling or sewage pipes are clogged?**



**Please inquire with your local Branch Office of the Bureau of Sewerage.**

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



### **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.





Can you explain clearly  
how the sewerage system works?



Please access Sewer Adventure.

This website contains everything you need to know about sewerage. Enjoy the full range of contents, including videos, games and quizzes. It can be accessed from the Bureau of Sewerage website.

### Sewer Adventure

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



Click this banner



The website can also be accessed from the  
2D barcode on the right.





## Can I take a tour of the sewerage facilities?



## You can take a tour of the facilities of the Bureau of Sewerage.

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?

Completely  
free of charge!

### List of Water Reclamation Centers (WRC)

Shibaura WRC	Minato, Konan 1-2-28	<b>Tour Reservation Reception Desk</b> <b>03-3241-0944</b> ※However, tours are limited to the water treatment facilities only. For tours other than the water treatment facilities, please contact the Facility Management Section of the Facility Management Department (03-5320-6621). ※Online reservations can be made from the 2D barcode below.
Mikawashima WRC	Arakawa, Arakawa 8-25-1	
Sunamachi WRC	Koto, Shinsuna 3-9-1	
Ariake WRC	Koto, Ariake 2-3-5	
Nakagawa WRC	Adachi, Nakagawa 5-1-1	
Kosuge WRC	Katsushika, Kosuge 1-2-1	
Kasai WRC	Edogawa, Rinkaicho 1-1-1	
Ochiai WRC	Shinjuku, Kamiochiai 1-2-40	
Nakano WRC	Nakano, Arai 3-37-4	
Miyagi WRC	Adachi, Miyagi 2-1-14	
Shingashi WRC	Itabashi, Shingashi 3-1-1	
Ukima WRC	Kita, Ukima 4-27-1	
Morigasaki WRC	Ota, Omoriminami 5-2-25	
Kita Tama 1st WRC	Fuchu City, Koyanagicho 6-6	042-365-4302 (Kita Tama 1st WRC)
Minami Tama WRC	Inagi City, Omaru 1492	042-572-7711 (Kita Tama 2nd WRC)
Kita Tama 2nd WRC	Kunitachi City, Izumi 1-24-32	042-545-4120 (Tama River Joryu WRC)
Asakawa WRC	Hino City, Ishida 1-236	042-494-1451
Tama River Joryu WRC	Akishima City, Miyazawacho 3-15-1	
Hachioji WRC	Hachioji City, Komiyamachi 501	
Kiyose WRC	Kiyose City, Shitajuku 3-1375	



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)



### Tokyo Sewerage Museum "Rainbow"



**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 2-3-5  
Ariake Water Reclamation Center  
Administrative Building (Building A), 5th Floor
- Telephone: 03-5564-2458
- Homepage: <http://www.nijinogesuidoukan.jp/>

Facility website



### Former Mikawashima Water Reclamation Center and Pumping Station



**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-4:00pm
- 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.

Facility website



Online reservation



### Kuramae Mizu no Yakata Museum



**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: 10:00am-4:00pm
- 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.

Facility website



Online reservation







## Where can I get a manhole card?



## It is distributed at five locations, including the Tokyo Sewerage Museum "Rainbow."

Manhole cards show a manhole cover with different designs from all over Japan and are certain to excite any collector.

The Tokyo Metropolitan Government Bureau of Sewerage distributes manhole cards at the Tokyo Sewerage Museum "Rainbow", the Pumping Station at Former Mikawashima Sewage Disposal Plant, Kuramae Water House, Tokyo Tourist Information Center Tama, and Zenigame Place.

The design of the distributed manhole cards varies by facility.

Don't miss out on this opportunity by visiting the facilities.

(For the location and operating hours of each facility, please refer to the website of the Bureau of Sewerage.)

Bureau of Sewerage website "Tokyo Metropolitan Government Bureau of Sewerage Design Manhole Covers" (Japanese only)









# Contact information for Sewerage Offices and Branch Offices

District	Area	Name of Branch Office	Telephone	Sewerage Office
Chiyoda		Chiyoda Branch	03-3270-7325	Chubu Sewerage Office 03-3270-8320 Chiyoda,Otemachi 2-6-2
Chuo		Chuo Branch	03-3668-8661	
Minato	Excluding Odaiba	Minato Branch	03-3798-5243	
Shibuya		Shibuya Branch	03-3400-9477	
Bunkyo		Bunkyo Branch	03-5976-2516	Hokubu Sewerage Office 03-5820-4347 Taito,Kuramae 2-1-8
Taito		Taito Branch	03-5821-2401	
Toshima		Toshima Branch	03-3989-8523	
Arakawa		Arakawa Branch	03-5615-2891	
Sumida		Sumida Branch	03-3622-7005	Tobu 1st Sewerage Office 03-3645-9645 Koto,Toyo 7-1-14
Koto		Koto Branch	03-3645-9273	
Minato	Daiba			
Shinagawa	Higashiyashio			
Adachi		Adachi Branch	03-3855-7411	Tobu 2nd Sewerage Office 03-5680-1314 Katsushika,Kosuge 1-2-1
Katsushika		Katsushika Branch	03-3602-5755	
Edogawa		Edogawa Branch	03-5658-4481	
Shinjuku		Shinjuku Branch	03-3363-9931	Seibu 1st Sewerage Office 03-5343-6205 Nakano,Arai 3-37-4
Nakano		Nakano Branch	03-5343-5651	
Suginami		Suginami Branch	03-3394-9457	
Kita		Kita Branch	03-3969-6490	Seibu 2nd Sewerage Office 03-3969-2343 Kita,Ukima 4-27-1
Itabashi		Itabashi Branch	03-5965-2161	
Nerima		Nerima Branch	03-5999-5650	
Shinagawa	Excluding Higashiyashio	Shinagawa Branch	03-3495-0351	Nambu Sewerage Office 03-5734-5040 Ota,Yukigaya-otsukamachi 13-26
Meguro		Meguro Branch	03-3491-7867	
Ota		Ota Branch	03-3764-3691	
Setagaya		Setagaya Branch	03-5477-2120	
Tama Region	Contact your municipality's sewerage department.			

下水道なんでもガイド

令和6年9月発行

令和6年度4類26号

発行：東京都下水道局総務部広報サービス課

TEL 03-5320-6511

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