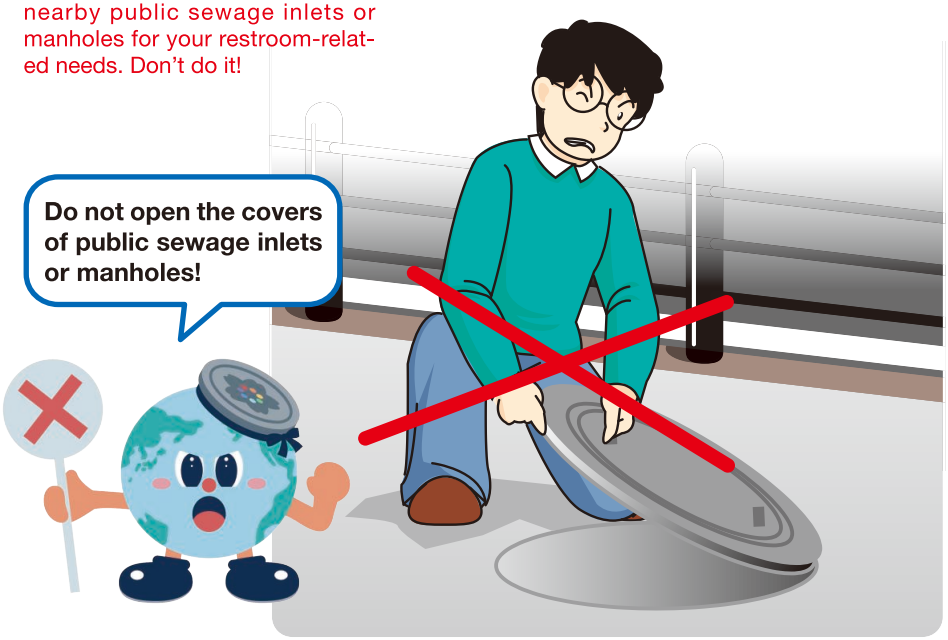
Q11 What should I do if an earthquake occurs and my toilet becomes unusable?

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

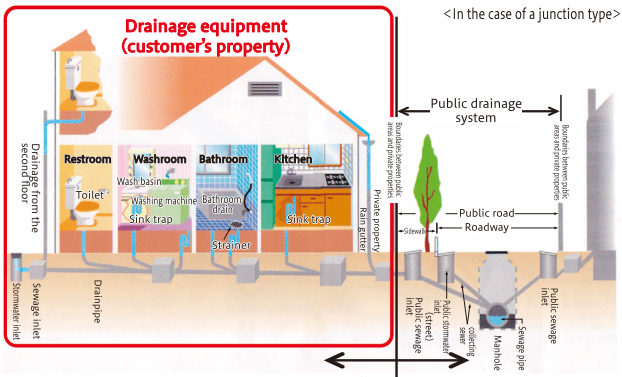
In the event of an earthquake, there is a chance your toilet may become unusable. Please use portable toilets you've prepared for such a natural disaster, or public toilets installed by your ward or municipality.

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



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※. 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.



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

The Bureau of Sewerage conducts maintenance and construction.

※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.