

VI Customer Service

1 | Contact point for customers

Since the water and sewer projects are indispensable to the citizens' lives and their work must be operated appropriately and effectively, we have made efforts to have contact points in appropriate locations, and to integrate and reinforce their functions.

Currently, we provide "Water and Sewer Customer Center" as a general contact point, "Administration Section" to perform the procedures from meter-reading to receipt of payments, and two construction offices in the east (for Moji, Kokurakita, Kokuraminami Wards), and the west (for Wakamatsu, Yahatabigashi, Yahatanishi and Tobata Wards, and Ashiya Town, Mizumaki Town of Onaga-gun) as the contact points of construction work, and we have been making further efforts to improve the services for the customers.

These contact points have been performing their respective roles with responsibility and mutual collaboration, which has enabled seamless and immediate responses.

Customers Service Center

1. Water and sewer customer center's main duties

(1) Acceptance of customers' applications to start, disconnect, change name on contract, etc. for water services.

We accept and process customer's applications by phone, FAX, mail and from the Internet.

(2) Responses to inquiries

We respond to inquiries concerning customers' information, such as water bill payments, water consumption, etc., accept consultations on water leakage, etc., communicate with related departments, and give guidance to customers as needed.

(3) Other duties

We perform input processing of information on account transfer for water bill payment, reissue and send payment notices, in addition to communicating with construction offices about mounting water meters.

2. Water bill payment center's main duties

(1) Collection of water bills

Meter-reading personnel read water meters bimonthly, and water bills are calculated based on the water consumption and sent to customers.

The collection methods are either by a payment notice (to be paid at a bank or convenience store) or by automatic bank transfer, however, we have promoted payment by automatic bank transfer.

(2) Other duties

The center's duties include the water bill settlement relating to starting or disconnecting the water supply, accepting requests for water leak investigation, coping with complaints and inquiries relating to water consumption, organization of unpaid water bills, giving guidance to meter reading personnel and so on.

Water tariff table

Enforced in April 1, 2009

Type, usage, tap dia.	Rate (per month)	Basic charge (yen)	Meter rate (yen/m ³)					
			1~10m ³	11~25m ³	26~50m ³	51~200m ³	201~1,000m ³	1,001m ³ ~
For exclusive use For general use	13mm	680	10	122	156	208	288	310
	20mm	900						
	25mm	1,260						
	40mm	4,500						
	50mm	9,840						
	75mm	21,600						
	100mm	45,200						
	150mm	124,100						
	200mm	255,700						
	250mm	432,000						
300mm or more	687,000							
For bathhouse	680	10				78		
For ship	—					200		
For extra use	—					370		
For common use	520	10				102		
For private fire hydrant						1,370 (for every 10 minutes of practice)		

* Water tariff shall be determined as the amount which is obtained by multiplying an amount as calculated from the table above by consumption tax rate, including local consumption tax rate (fractions of less than 1 yen to be rounded off).

2 | Beneficiary charge for sewer system projects

In the areas where public sewer system is prepared, the living environment becomes better to improve the safety, convenience and comfortability there and, as a result, the land owner obtain a benefit, that is, increase of convenience and advantage; however, this benefit can't be received equally by citizens. Accordingly, this system has such a beneficiary bear a part of the cost required for the construction of the sewer system, depending on the amount of the benefit gained by the beneficiary to equalize the citizen's charge. Kitakyushu City started the system in 1968, and the beneficiary charges have become a part of the financial resources for sewer system projects.

3 | Sewer service charge

Sewer service charges have been collected pursuant to the ordinance concerning the sewer system of Kitakyushu City as a main financial resource for the cost for the operations and management of sewer system projects. The charges are collected depending on the volume of sewage discharged by users.

Monthly basic charge

Basic charge (up to 10m ³)	Volume-based charge (per 1m ³)					
	11-25	26-50	51-200	201-1,000	1,001-10,000	10,001-
634 yen	141 yen	208 yen	257 yen	307 yen	407 yen	412 yen
	13 yen (for public baths)					

* The sewer service charge shall be determined as the amount which is obtained by multiplying an amount as calculated from the table above by consumption tax rate, including local consumption tax rate (fractions of less than 1 yen to be rounded off).

4 | Measures for the promotion of sewage system connections for toilets

In an area which is newly covered by the sewer system, the residents are obligated to "replace pit latrines with sewer system connections for toilets within 3 years" (Article 11-3 of the Sewerage Service Act). In order to exhibit the effects of the sewer system sufficiently, Kitakyushu City drew up the following measures for the promotion of sewage system connections for toilets.

• Subsidy and loan system for installing a sewage system connection for toilets

We provide a subsidy or loan for a part of the cost of installing a sewage system connection for toilets.

• Counseling system for promotion of sewage system connections for toilets

We send a counselor to households to give guidance and recommendation on the introduction of sewage system connections for toilets.

• Mediation system for promotion of sewage system connections for toilets

We send a mediator to households in case trouble relating to installing a sewage system connection for toilets occurs.

• Subsidy for installation of common drainage equipment, etc.

We provide a subsidy for a part of the cost for installation of drainage equipment to be used commonly by citizens.

• Subsidy for installation of sewage pumps, etc. on lowlands

We provide a subsidy or a part of the cost for installation of sewage pumps, etc. for houses on lowlands to which the public sewer system can't be connected.

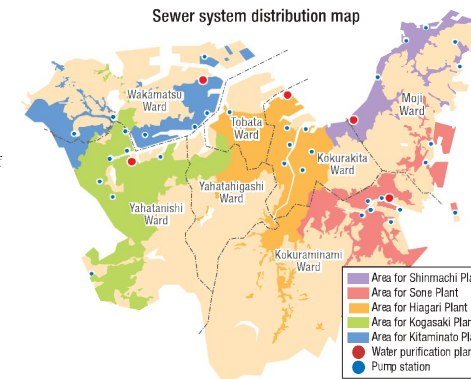
• System for installation of the public sewer system on private roads

We prepare the standards for installing the public sewer system on private roads for the promotion of sewage system connections for toilets for the whole town.

• The system for installation of sewage pumps in lowlands covered by the public sewer system

We install a sewage pump in a place where the sewer

Sewer system distribution map



system is not available because of lowlands even though sewage system connections for toilets have already been introduced in the surrounding area.

• System for designated drainage equipment contractors

No contractor, excluding those who satisfy the requirements and are designated by the city, can carry out any work for new installation, etc. of drainage equipment.

• System for having a responsible engineer for drainage equipment

The designated drainage equipment contractors are obligated to employ a qualified engineer responsible for making drainage equipment work without fail.