

Sewerage Everything Guide

Handy Guide for Sewerage and Living

Internet Home Page

<http://www.gesui.metro.tokyo.jp/>



Tokyo Bureau of Sewerage

Contents

The Role of Sewerage	3
How Sewerage Systems Support Our Everyday Living	4
Handy Guide for Sewerage and Living	6
Sewerage Service Charges	
Q 1 How are sewerage service charges calculated?	6
Oil	
Q 2 Is it okay to pour oil down the sink drain?	7
Kitchen Drainage	
Q 3 Can I use a garbage disposal unit?	8
Q 4 Is it okay to pour boiling water down the drain?	9
Toilet Drainage	
Q 5 My toilet clogged. What should I do?	10
Q 6 Can I put glass or plastic bottles in the toilet tank to reduce water consumption?	11
Bathtub Drainage	
Q 7 Hair buildup in the bathroom and washroom - is it okay to wash it down directly?	12
Washing Machine Drainage	
Q 8 Can I send lint from the washing machine down the drain? ...	13
Awful Smell	
Q 9 There's an awful smell coming from the drainpipe. What should I do?	14
Q 10 There's an awful smell coming from the public sewage inlet in the street. Where should I inquire about it?	15

Earthquake

- Q 11 What should I do if an earthquake occurs and my toilet becomes unusable? ... 16
- Q 12 What should I do if wastewater remains in the sewage inlet or has not drained after an earthquake? 18

Rain

- Q 13 I want to know the rainfall status in Tokyo. 19
- Q 14 Is there anything I can do in advance to prevent or reduce flood damage? ... 20
- Q 15 The water in the stormwater inlets on my property wasn't flowing well, so I looked inside and noticed it's clogged with mud. What should I do? 22

Cleaning

- Q 16 What should I do if the water is draining slowly or not at all? ... 23

Construction

- Q 17 Where can I find out about the construction work conducted by the Bureau of Sewerage? 24
- Q 18 How should I request drainpipe work? 25
- Q 19 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? 26

Other

- Q 20 What should I do if a manhole cover is rattling or sewage pipes are clogged? 27
- Q 21 Can you explain clearly how the sewerage system works? ... 28
- Q 22 Where can I get a manhole card? 29
- Q 23 Can I take a tour of the sewerage facilities? 30

Contact an Everything Drainage Consultation Center for your sewer-related troubles 32

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 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.

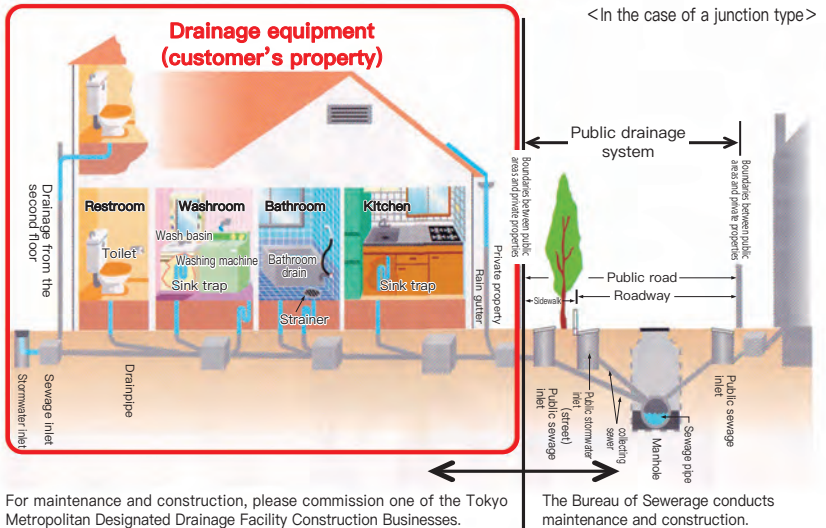
The multifunctionality of sewerage facilities

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.

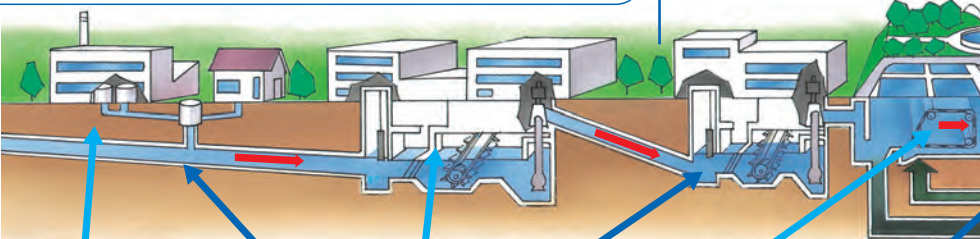
Effectively using the resources and energy available in sewerage

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.

How Sewerage Systems Support Our Everyday Living



The process from households and factories to rivers and oceans



Drainage Equipment	Sewage Pipes	Pumping Station	Grit Chamber	Primary Sedimentation Basin	Reaction
These equipment drain both rainwater and contaminated water from households and factories into the sewer system.	These pipes carry both rainwater and contaminated water from households and factories all the way to the Water Reclamation Center.	These pumps draw up the sewer water from deep below, and continue to send it towards the Water Reclamation Center.	Sand and larger refuse in the sewer water is allowed to sink.	Finer impurities that did not sink in the grit chamber are allowed to sink to the bottom over a long stretch of time.	Impurities dissolved in the water are biodegraded by microbes into...

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)

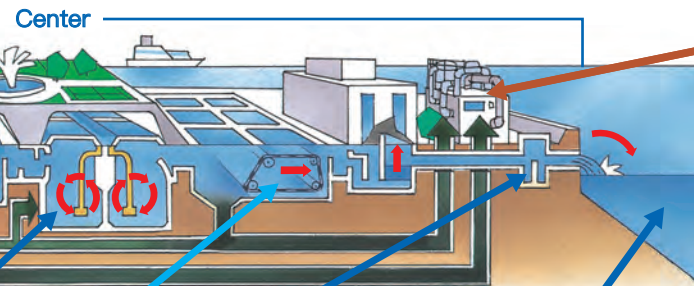
Public stormwater inlets allow rainwater to flow into the sewage pipe system from the street, and help prevent flooding. (There are large holes to facilitate the collection of rainwater from the street.)



Public stormwater inlet (street)



Public stormwater inlet (street)(metal grate)



Slurry Processing Facility

Here, slurry deposits are dehydrated and then incinerated.

Tank

solved
r are
ed by
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.

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.



▲ Sumida River revitalized

Handy Guide for Sewerage and Living

~We answer your questions about home sewerage systems~



Q1 How are sewerage service charges calculated?

Sewerage Service Charges
Guide for Sewerage and Living



A1 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)

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

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

● Example calculation (for one month)

24 m³ used (general household average)

0~8 m³ 560JPY

9~20 m³ 1,320JPY (110 x 12 m³)

21~24 m³ 560JPY (140 x 4 m³)

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.

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.

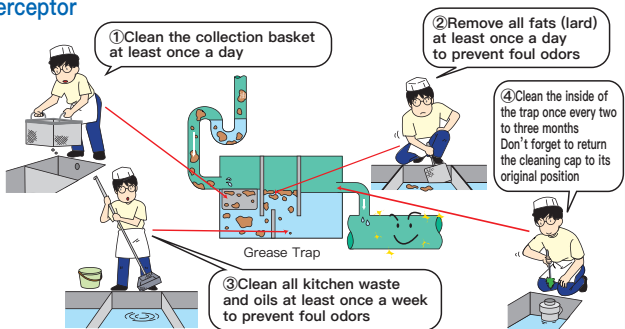
So, please refrain from pouring the mixture of cooking oil and dispersant down the kitchen drain.

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.

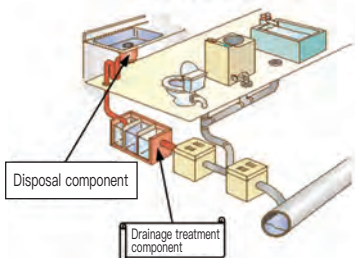
Furthermore, appropriate maintenance is required to keep a disposal drainage processing system functioning correctly.

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

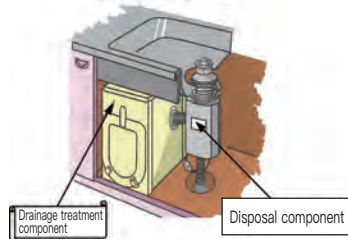
※ Your notification will be accepted at the customer service division of each Sewerage Office (See the back cover).

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.32).

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. Additionally, please do not flush diapers or other insoluble materials such as tissues and plastics.

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.32).

Q6

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



A6

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 drainpipes to clog, incurring cleaning fees.

Please do not put glass or plastic bottles in the toilet tank.

**Cooperating with the
Bureau of Sewerage!**



Earth-Air

Feel free to consult with us!

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.32).

Q7

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



A7

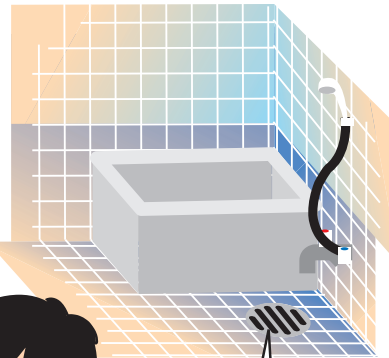
Doing so may cause the drainage pipes to become blocked. Be sure to frequently remove hair from the drain.

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

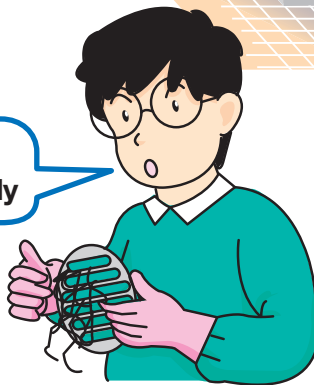
If you remove the “bell” portion of the bell trap, the trap will no longer function properly, and clogs or foul odors may occur. Please refrain from removing the “bell” portion from the trap.

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

(See page 14 for more details)

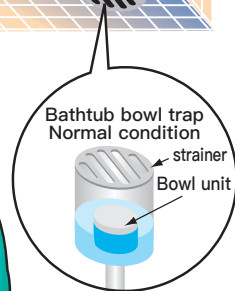


It is okay if you remove it frequently



Bathtub bowl trap
Normal condition

strainer
Bowl unit



Q &

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



A &

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

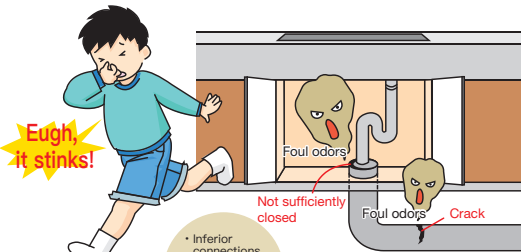
There's an awful smell coming from the drainpipe. What should I do?



A9

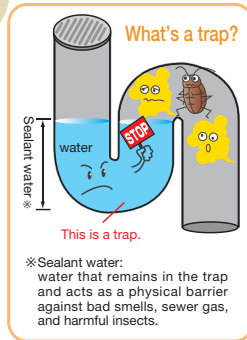
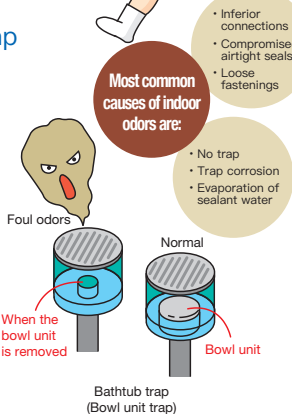
If your sink trap is functioning correctly, it should prevent foul smells or harmful insects.

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》

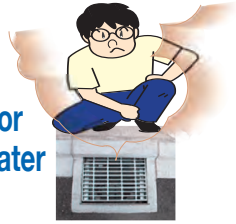
- ① Insufficient cleaning of hair and other impurities
- ② Improper handling, such as removing the bowl unit from a bowl trap
- ③ Water evaporation due to long periods of disuse
- ④ Deterioration of the apparatus itself
- ⑤ Inferior connections between drainage pipes and/or ventilation ducts



If you're having any trap problems or malfunctions, please consult with an Everything Drainage Consultation Center (p.32).

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?

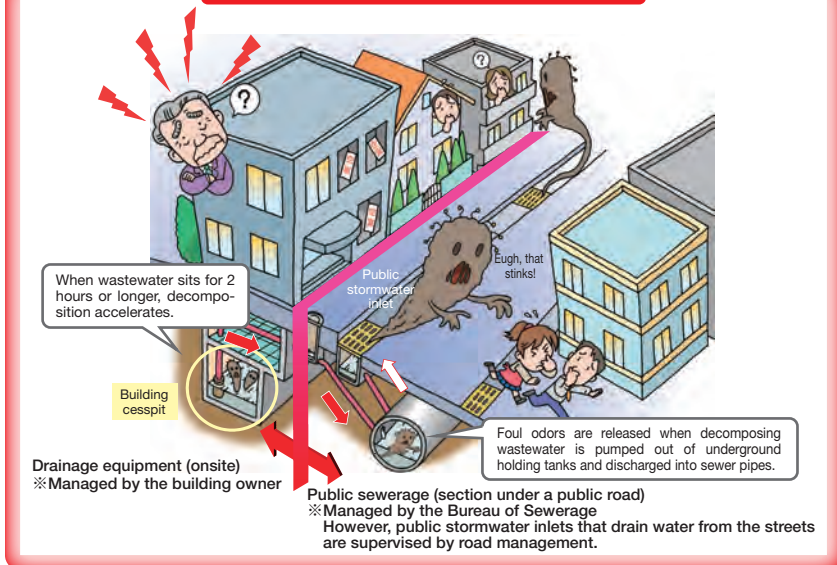


A10

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





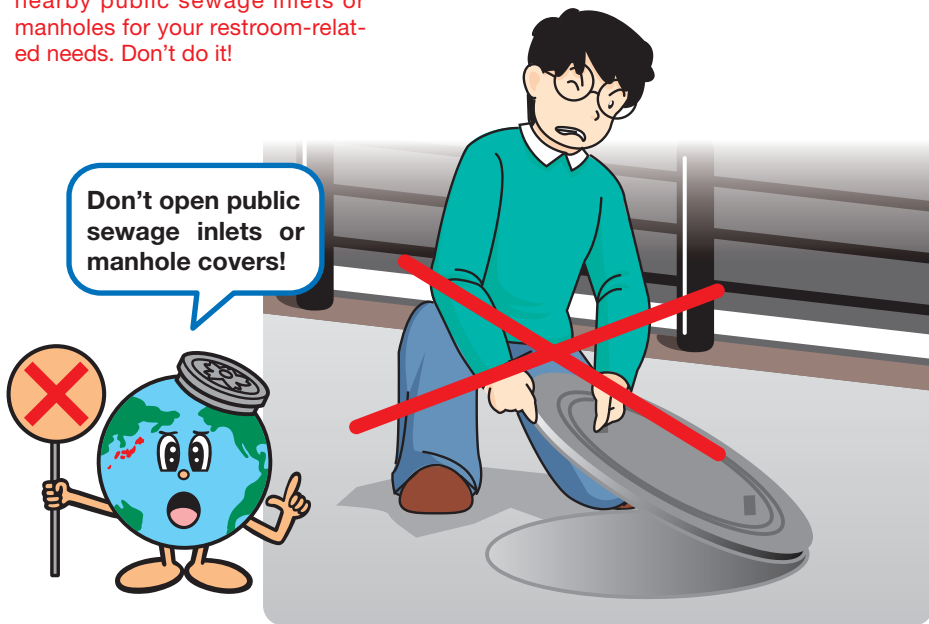
What should I do if an earthquake occurs and my toilet becomes unusable?



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!

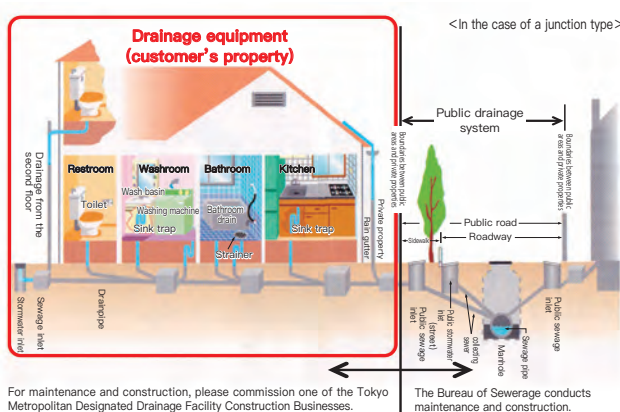


Repairing drainage equipment...

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

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 32.

Q13 I want to know the rainfall status in Tokyo.

A13 Please see Tokyo Amesh.

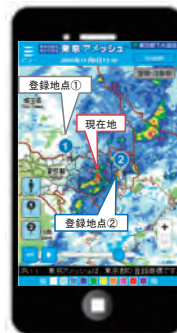
Tokyo Amesh provides color-coded information on rainfall in Tokyo and the surrounding areas, and is updated in real time. Amesh also has a function to replay all rainfall data from the previous two hours up to the present time.

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



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?

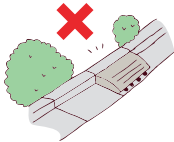
A14

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.

Don't place objects over public stormwater inlets and street gutters.

Don't sweep dirt, dust, or other waste into the 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 2018. (Minato, Shinagawa, Meguro, Ōta, Setagaya, Suginami, Kita, Itabashi, and Nerima)

An example of a rainwater infiltration device



Infiltration inlet



Infiltration pipe

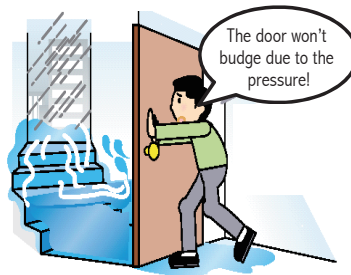


A request to our customers

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.



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.32).

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.32)

Q17

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

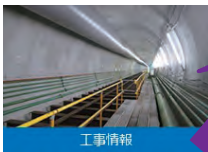
A17

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!



工事情報

● For the Bureau's current operations, click "Construction Information"

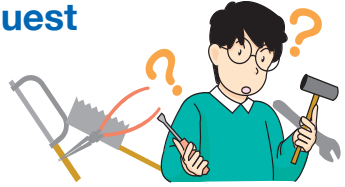


Click the region you want to view

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

Q18

How should I request drainpipe work?



A18

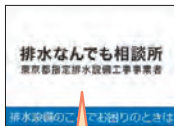
Please commission one of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses to do the work.

When ordering drainpipe work, get an estimate from a few companies and, after sufficient consideration, exchange a satisfying contract.

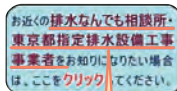
You can find the list of the Tokyo Metropolitan Designated Drainage Facility Construction Businesses by area on the Bureau of Sewerage's homepage.

※Tama District residents should contact their local municipality's sewerage department for a list of designated businesses.

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

Click the region where you live



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.

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

※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.

Q19

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?

A19

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).
- ◇ 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.



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.



Where can I get a manhole card?



It is distributed at three 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 Bureau of Sewerage of the Tokyo Metropolitan Government distributes manhole cards at Tokyo Sewerage Museum “Rainbow,” Former Mikawashima Water Reclamation Center and Pumping Station, and Kuramae Mizu no Yakata Museum.

The design of the distributed manhole cards varies by facility. Don't miss out on this opportunity by visiting the facilities.

(See page 31 for the address and hours of operation of each facility.)





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?



List of Water Reclamation Centers (WRC)

Shibaura WRC	Minato, Konan 1-2-28	<p>Tour Reservation Reception Desk 03-3241-0944</p> <p>※Tours are of the water treatment facilities only. For tours of the sewage treatment facilities, please contact the facility management department at 03-5320-6621.</p> <p>※Online reservations can be made from the 2D barcode below.</p> 
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	
Minami Tama WRC	Inagi City, Omaru 1492	
Kita Tama 2nd WRC	Kunitachi City, Izumi 1-24-32	042-572-7711 (Kita Tama 2nd WRC)
Asakawa WRC	Hino City, Ishida 1-236	
Tama River Joryu WRC	Akishima City, Miyazawacho 3-15-1	042-545-4120 (Tama River Joryu WRC)
Hachioji WRC	Hachioji City, Komiyamachi 501	
Kiyose WRC	Kiyose City, Shitajuku 3-1375	042-494-1451

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-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.

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: 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.

Facility website



Online reservation



Contact an Everything Drainage Consultation Centers for your sewer-related troubles.

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.



Sewage Consultation Center 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 25).

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)

by 東京都下水道局

東京地下ラボ

In order to raise young people's interest in sewerage, the Bureau of Sewerage of the Tokyo Metropolitan Government is undertaking a project to inform them about the new possibilities and appeals of Tokyo's sewerage system. The project is called "Tokyo Underground Laboratory by the Bureau of Sewerage: Young People Rediscover the Appeals of Sewerage with the Power of Editing."

In FY2018, the first year of the project, university students and others learned through workshops and fieldwork about editing skills, such as innovative approaches and information dissemination, and gained knowledge on sewerage. Each group then produced a magazine (ZINE).

『 Me, River and Sandwich 』



『 A World Without Sewerage 』



『 SEWER AND FASHION 』



- ◇ The content can be viewed from the 2D barcode on the right side of the title.
- ◇ Five more ZINEs are posted on the official website of the Bureau of Sewerage of the Tokyo Metropolitan Government. Use the 2D barcode on the right to access and view them.



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
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

令和元年7月発行

平成31年度4類25号

発行：東京都下水道局総務部広報サービス課

TEL 03-5320-6511

リサイクル適性 (A)

この印刷物は、印刷用の紙へリサイクルできます。