

Information from Sendai Waterworks Bureau

★ How to pay your water bill ★

You must pay tap water/sewerage fees every other month. There are three ways to pay your water bills:

※ If you fail to pay by the deadline, we will send you a letter of failed payment.

Please note that if you still fail to pay by the deadline written in the failed payment letter, your water supply will be suspended.

1) By automatic transfer

Your water/sewerage fees will be automatically deducted from your bank or Yucho account. Sign up for automatic transfers at a bank, post office or the Sendai Waterworks Bureau Service Center. After automatic transfer sign up has been completed, we will send you a notification on the date the transfer is made. That day will be considered as the payment deadline.

2) With a credit card

You can pay your water/sewerage bills by your pre-registered credit card. Your payment can be made on an ongoing basis. In order to use this service, you need to obtain some required documents before registration of your credit card, so please contact the Sendai Waterworks Bureau Service Center. Once your credit card registration is completed, we will send you a notification for the completion of your registration.

3) With a bill

If you have not applied for an automatic transfer or credit card payment, fail to register your credit card or could not make a payment with your credit card, a bill will be mailed to your home to notify you of how much you have to pay. Please pay at one of the places written on the bill (designated convenient stores, banks, post offices, and Sendai Waterworks Bureau service centers by the payment due date written on the bill.

★ Procedures when moving★

Please give the Waterworks Bureau at least one week advance notice when you want to discontinue water services. A staff member from the Waterworks Bureau will come to your residence on your moving day. You will be asked to pay a fee at that time for the water that you used up until your moving date.

Sendai Waterworks Bureau Service Centers (where you can pay your water bill)

Southern Waterworks Service Center TEL022-304-0023

29-1 Minami-Onoda, Taihaku-ku, Sendai City (1F, Waterworks Bureau Building)

Northern Waterworks Service Center TEL022-371-8830

2-1-1 Izumi-chuo, Izumi-ku, Sendai City (3F, Izumi Ward Office East Building)

City Hall Waterworks Service Center

3-7-1 Kokubuncho, Aoba-ku, Sendai City (1F, Sendai City Hall)