

(2) Electricity, Gas, and Water

① Electricity

The power supply is 100V/50Hz in Eastern Japan and 100V/60Hz in Western Japan.

You will not be able to use any electric appliances that you brought from home country as they run on different voltage/frequency.

Please contact the electric power company with which you have (or your new place has) a contract to stop or start using the service.

Electricity bills come monthly.

You can pay at a bank, post office, or convenience store, or via bank account transfer or by credit card.

★Where to make enquiries and follow procedures:

Kansai Electric Power Co, Inc. (example)

<https://www.kepco.co.jp/english/>

2. Living and Housing

② Gas

Gas is supplied in two ways, as “city gas” and “propane gas.”

Please do not use gas appliances that are not suitable for the gas type.

Please check with the building’s management company or landlord to find out what type of gas your home uses.

City gas

You need to notify a gas company of the date you want to start using the service.

You are required to be home when a gas technician comes to open a gas valve.

★Where to make enquiries and follow procedures:

Osaka Gas Co., Ltd. (example)

<https://www.osakagas.co.jp/en/residential-customers/starting/>

Propane gas

You need to notify a propane gas company of the date you want to start using the service.

A gas technician will bring a propane gas tank to your home.

Please note that you cannot use the gas appliances for city gas when using propane gas.

★Where to make enquiries and follow procedures:

LP Gas Association, Osaka Prefecture (example)

<http://www.osakalpg.or.jp/> (Japanese)

Gas bills come monthly.

You can pay at a bank, post office, or convenience store, or via bank account transfer or by credit card.



If you notice a gas leak, please close the gas valve and open the windows.

Please do not use anything flammable.

Please call the gas company’s gas leak emergency number.

Where to make a call:

Gas Leak Emergency Number of Osaka Gas (example)

TEL: 0120-3-19424 (for residents in Izumisano city)

2. Living and Housing

③ Water

In Japan, you can drink the tap water.

Please immediately contact the Water Bureau of the municipality where you are currently residing (or will newly reside) to stop or start using the service.

If you live in an apartment or housing complex, please first check with the building's management company or landlord as they may take care of the necessary procedures.

Electricity bills come every two months.

You can pay at a bank, post office, or convenience store, or via bank account transfer or by credit card.

★Where to make enquiries and follow procedures:

Management Administrative Division, Water Bureau

TEL: 072-467-2800