



3 Basic services in daily life

This section explains about lifeline utilities: electricity, gas and water, as well as postal services inside and outside Japan and use of public transportations.

3-1 Electricity

(1) How to start using services, electricity fees

Electricity is provided to each house via electric meter. Electricity is stopped for unused houses. When moving in, make sure to notify the electricity company in advance to have access to power. After completing the application, you can have access to power by turning on the circuit breaker switch. Electricity supplied to homes has an average voltage of 100V. Appliances made in other countries have different voltage settings, so please purchase adapters (available in appliance stores) before using them.

Electric bill is sent every month with the statement of payments and other details. A person in charge checks the meter before sending the bill. Payment can be made through automatic transfer from your bank or postal savings accounts or directly at banks, postal offices and convenience stores.

(2) Frequency

Electricity has a frequency of 50Hz in eastern Japan and 60Hz in western Japan. Most electric appliances sold in Japan are adapted to both frequencies, so the difference causes almost no problem. Nevertheless, if you are moving to the region with the different frequency, or if you live near the border and are uncertain which your area belongs to, please consult a nearby appliance store just in case.

(3) In the case of a power outage

In case of a sudden blackout, first check the circuit breaker. Circuit breaker is located at the wall or above the entrance. It is good to check its location when moving in. If the breaker switch is down, turn it up (ON) to have power returned. If power is still not returned, contact the electricity company. For that, you need to have a "contract number."

Even when there is no general power outage, power can sometimes be cut off automatically if you are using too many appliances at once. If the breaker switch is down, unplug all appliances you are currently using, and turn the breaker switch back on.

(4) Upon cancellation (moving out)

When moving out to return to your country or for other reasons, you must notify the electricity company at least three or four days in advance. After clarifying your name, address, day of moving out, new contact information,



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and contract number, they will give you instructions to follow. In most cases, electricity fees are settled through account transfer or by having the bill sent to your new address.

●Procedures outline

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| To start using service | Notify the electricity company. After completing the application, turn on the circuit breaker switch. |
| Frequency | Eastern Japan: 50Hz Western Japan: 60Hz |
| In case of a sudden blackout | [Power outage] Check the circuit breaker. If the breaker switch is down, turn it up (ON). If power is not returned, contact the electricity company (need to have a “contract number”). [Automatic power off] If you are using too many appliances at once, unplug all appliances, and turn the breaker switch back on. |
| Upon cancellation (moving out) | Notify the electricity company at least three or four days in advance, and follow their instructions. |