



3 Basic services in daily life

3-2 Gas

(1) City gas and LP gas

There are two kinds of household gas: city gas (toshi-gas) and household LP gas (propane gas). Each requires special equipment. City gas equipment cannot be used for propane gas, nor propane gas equipment for city gas. Identify which gas you are using, and use proper equipment accordingly. When purchasing new equipment or moving from other regions, be sure to confirm the kind of gas you are using.

Gas fees can be paid in the same way as electricity fees.

(2) How to start using services

- City gas: Notify the gas company of the day you start using the gas. A person in charge will come to open the valve. Safety check and explanation on use will be provided at the same time.
- LP gas: If your house is equipped for propane gas (LP gas), contact the retailer to apply for using the gas. As in the case of city gas, a person in charge will come to check the equipment and give explanation on how to use and handle them.

(3) Gas leak

The smell of gas, an orange flame remaining when using the kitchen stove, and an unusual odor when using gas equipment are some of the signs indicating a gas leak, which can cause fires and other major accidents. When you notice these signs, take the following steps

1. Shut off the gas valve and open the window;
2. Switch off all gas and electric appliances;
3. Contact the gas company.

In order to not panic in emergencies like a gas leak, have the contact phone number of the nearby gas company outlet posted where it can be easily seen.

(4) Upon cancellation (moving out)

When moving out, make sure to notify the gas company in advance and let them know the day you will stop using the service. A person in charge will come to close the valve and settle the fees.



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● Procedures outline

To start using service	<ul style="list-style-type: none"> • City gas: Notify the gas company of the day you will start using the gas. A person in charge will come to open the valve. • LP gas: Contact the retailer and apply for using the gas. 	
In case of a gas leak	<ul style="list-style-type: none"> • Signs of a gas leak: 	<p>There is a smell of gas.</p> <p>When you use the gas cooker, tall orange flames emerge.</p> <p>There is a strange, unpleasant smell when you use gas equipment.</p>
	<ul style="list-style-type: none"> • Steps: 	<ol style="list-style-type: none"> 1 Shut off the gas valve and open the window; 2 Switch off all gas and electric appliances; 3 Contact the gas company.
Upon cancellation (moving out)	<p>Notify the gas company in advance and let them know the day you will stop using the service.</p>	