

4. How to Dispose of Garbage and Use Water Services

(1) How to Dispose of Garbage [General Affairs and Planning Section in Your Local Ward Office]

We collect garbage from households according to the type of trash. The collection and processing methods differ depending on the type of garbage. Pay attention to the following three garbage disposal principles so we can process and recycle each type of garbage appropriately and correctly. Garbage stations are used by everyone living nearby. Therefore, failure to observe the rules may lead to troubles in your neighborhood. Observe the garbage separation rules so that these stations can be used by everyone comfortably.

Three Principles of Garbage Disposal:

- Correct type of trash
- On the correct day
- At the correct location

● The Types of Garbage

Garbage is roughly divided into seven fixed size types, and the garbage bags you have to use depend on the type of trash. Check the list below for the rules about each type of garbage and what you should take care of when disposing of it.

Let's Dispose of Trash Properly!

3 Principles of Disposing Trash:
 1. The correct type of trash
 2. On the correct day
 3. In the correct location

Basic Rules:
 • Dispose of bundles (except branches and leaves) and landfill waste using designated trash bags.
 • Anything that does not fit in a designated trash bag is large size waste and must be paid for.
 • Dispose of trash by 8:30 AM on the designated collection day.
 • Please refer to the trash and recycling calendar regarding trash collection on holidays and during New Year's.

Paid: Please use designated trash bags (except for large size waste).
Free: Please use a clear trash bag up to 45L.

Burnable (Twice a week): Food waste, Paper scraps, Plastics, Textiles, Leather goods, Rubber, Wood, Mats, Rugs, Mats, Drying aprons, Umbrellas, etc. (Please divide the paper up into each type of paper and tie each stack together with string. Other types of paper should be tied into bundles or placed in paper bags. Paper cups, thermal paper, photographs etc. should be disposed of as burnable waste.)

Paper Waste (Wednesday): Newspapers, Flyers, Cardboard boxes, Paper boxes, cartons (over 500 ml), Other loose articles, Books, magazines, wrapping paper.

Plastic Container & Wrapping Waste (Once a week): Only plastic containers and wrapping with this symbol should be disposed of in this manner. Dirty waste in plastic goods should be disposed of as burnable waste. Do not dispose of this trash on windy days.

Recyclable Waste (Twice a month): Pots, pans, Glass, cans, Clothes, Bicycles. Mark clearly if a bicycle is trash. Please delete the registration on the bike before disposing of it. Please throw away underwear, curtains, and 100% cotton containing cotton with burnable garbage.

PET Bottles (Twice a month): Juice, tea, other beverages, soy sauce, alcohol bottles with this symbol on them should be disposed of in this manner. Remove lid/label, Rinse out, Flatten and dispose.

Hazardous waste (special waste) (Twice a month): These are hazardous items (toxic) that contain mercury and require a formal label, such as 1 fluorescent tube, 2 mercury thermometers, 5 6A cells or zinc-cinc 4 lighters and 10-candle batteries.

Landfill Waste (Twice a month): Glass, China, earthenware, pottery, Small electric appliances (Please remove the battery), Wire hangers, etc. Please wrap up sharp objects (broken objects, knives) and mark as dangerous (DANGER). For metal tools, and other long items that do not fit in the bag, tie them together in bundles up to 1 m in length and 10 cm in diameter and wrap each bundle with a designated bag, including an embossed seal, up to 1 m.

Large Waste (Application required): Please contact the following before disposing large waste: **Trash Zero TEL.0570-00-5374** (Hours: Monday - Saturday 9:30 AM - 5:00 PM, up to 5 items may be disposed at once. We take a fee 100 yen or 100 yen based on the size of the bin).

Waste the city does NOT collect: No designated disposal areas. Large quantities of garbage e.g. after moving or spring cleaning, trees, the refrigerator, kitchen business garbage, TV, etc. garden, air conditioner, washing machine, personal computers, etc. Please consult with an expert or the shop where you purchased the product.

Garbage Sorting App: Kumamoto City just released the 'Garbage Sorting App (English/Chinese)', equipped with a variety of functions such as informing you about the garbage collection date or introducing garbage disposal procedures. Just download the app for your smartphone or tablet by scanning the QR code.

● For consultation regarding garbage: **Gomi Zero Call TEL.0570-00-5374**
 ● You can also get advice in foreign languages here: **The Kumamoto Consultation and Support Plaza for Foreign Residents TEL.096-359-4995**

Click here to download the list (Garbage Separation Guide):
https://www.city.kumamoto.jp/hpkiji/pub/Detail.aspx?c_id=5&id=15590

● Trash Days

Garbage collection days vary by region.

We have a Garbage Separation App with information in simple Japanese, English and Chinese. You can check the garbage collection days and garbage separation methods for your area on your smartphone or tablet. Please use the app to check the garbage collection days and then put out your garbage by 8:30 a.m. on the day of collection.

Simple Japanese

You can use the Garbage Separation App in simple Japanese by downloading the app and then selecting the simple Japanese display setting from MENU → Settings.

If the system language on your device is set to English or Chinese, the app will automatically use your phone's system language.



iOS



Android

Download Page for iOS Version of the App:

<https://itunes.apple.com/jp/app/%E7%86%8A%E6%9C%AC%E5%B8%82%E3%81%94%E3%81%BF%E5%88%86%E5%88%A5%E3%82%A2%E3%83%97%E3%83%AA/id1436841943?mt=8>

Download Page for Android Version of the App:

<https://play.google.com/store/apps/details?id=jp.gomisuke.app.Gomisuke0132>

● Fixed Locations

Please dispose of garbage from your home at your local garbage collection location (garbage stations). We will not be able to collect garbage if you do not correctly put it out in your determined location.

Please make sure to check with the apartment or condominium management company about where your garbage station location is. Never take your garbage to a garbage station in another area.

Understand in Three Minutes! Watch Videos on the Garbage Disposal Rules and Recycling in Kumamoto City on YouTube

We have released videos on YouTube that explain in an easy-to-understand way the basic rules of garbage disposal and the recycling process in Kumamoto City. These videos are all about three minutes in length, so you can easily watch them at any time.

- Three Basic Principles of Garbage Disposal (Basic Garbage Disposal Rules in Kumamoto City)
- Separation of Burnable Garbage and Landfill Garbage
- Recycling of Resources

We also made this video with subtitles in English, Chinese, Vietnamese, Tagalog and Nepali. Please watch the video here (YouTube):

<https://www.youtube.com/playlist?list=PLIKxQPTngA195IJM0sY3uqaxuJJIE5occ>

(2) When You Start and Stop Using Water and Sewer Services [Customer Service Center, Billing Section, Waterworks and Sewerage Bureau]

●When You Will Start Using Water and Sewer Services

Please apply by post using the Water and Sewer Services Usage Application Form affixed to your entrance. Please contact the Customer Service Center in the Billing Section of the Waterworks and Sewerage Bureau (096-381-1118) if you don't have an application form or if you are still unable to use water.

There is also a section to pay the fee by direct debit on the Water and Sewer Services Usage Application Form. Please feel free to use this. If you do not wish to pay by direct debit, please pay using the payment notification you will receive in the mail at a financial institution or convenience store. Alternatively, you can pay with your smartphone.

●When Stopping the Use of Water and Sewer Services

You will need to settle your fee. Therefore, please tell us the date on which you will last use the water and sewer services, the address you will move to and the payment method at least five days in advance of the date on which you plan to stop using these services. Please note that we will charge you the basic fee even without using these services if you do not notify us that you will stop using them.

●You Can Also Apply over the Internet

Please use the following links.

Kumamoto City Water and Sewer Services Usage Guide (English) Download Page:

https://www.kumamoto-waterworks.jp/?waterworks_article=2811



English

Kumamoto City Water and Sewer Services Usage Guide (Chinese) Download Page:

https://www.kumamoto-waterworks.jp/?waterworks_article=2614



Chinese

Kumamoto City Water and Sewer Services Usage Guide (Korean) Download Page:

https://www.kumamoto-waterworks.jp/?waterworks_article=2615



Korean