

# GAS FEE GUIDE



45 megajoule district (District 13A)



広島ガス

URL <http://www.hiroshima-gas.co.jp/>

# Contact the Customer Service Center When You Have Decided to Move

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## When moving out

Visit the nearest Gas Retail Store or one of the Hiroshima Gas offices two to three day prior to the day of disconnecting the gas service and provide the following information below.

- 1) **Your customer number and the address of the location where you are currently receiving gas**
- 2) **The date you want gas service to be disconnected** (may be performed in the morning or afternoon)
- 3) **Method for paying off gas fee up to date of gas service disconnection**
- 4) **Telephone number at new place of residence**

## When moving in

Visit the nearest Gas Retail Store or one of the Hiroshima Gas offices two to three day prior to the day of initiating the gas service and provide the following information below.

- 1) **The name** (if you are living in an apartment; please ensure that the name of the building and room number etc is correct) **and address of the location where you wish to receive gas.**
- 2) **The date you want gas service to be initiated** (may be performed in the morning or afternoon)
- 3) **The method of payment for gas service** (please use account transfer if possible)

《Hiroshima Gas Customer Service Center》

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**Hiroshima/Higashi Hiroshima District: 082-251-2151**

**Kure District: 0823-22-1234      Onomichi/Mihara District: 0848-22-2104**

Business hours: Monday – Friday: 8:50 a.m. – 7:00 p.m.; Saturday, Sunday, holidays, January 2-4, May 1, December 31: 8:50 a.m. – 5:30 p.m.

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Gas service installation: Gas service disconnection may also be performed on Sundays and holidays.  
Service installation hours: Monday – Saturday: 9:00 a.m. – 7:00 p.m.; Sunday, holidays: 9:00 a.m. – 5:00 p.m.

**Please contact Hiroshima Gas two to three days in advance.  
You must be present during the connection of gas service.**

# Help Us In Carrying Out a Smooth Meter Inspection

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## ■ If the gas meter is located outdoors

If your gas meter is located on the grounds of your residence, the gas meter attendant will seek your permission before entering the grounds of your residence, and then proceed to inspect your gas meter.

## ■ If the gas meter is located indoors

If your gas meter is located inside your residence, we request that you be present during gas meter inspections. For some reasons, if our attendants are not able to enter your residence, they may request your cooperation in giving them the readings on the meter.

## ■ If the gas meter cannot be inspected

If for any reason the gas meter cannot be read, as a general rule, we will make an estimation of your usage - by using methods such as estimating from the previous month's usage - and then calculate the gas fee from there.

# Gas Fee System

Every month Hiroshima Gas will inspect your meter at your residence and inform you of the amount of gas you have used. If you have any questions, please contact the Hiroshima Gas Customer Service Center.

## Gas Fee Calculation

Gas fees are calculated according to the following method based on the amount of gas you have used.

$$\text{Gas fee} = \text{basic fee} + (\text{rate} \times \text{amount of gas used})$$

\*Fractions of yen are rounded off when calculating the total fee. Fees include consumption tax.

### 《Example gas fee calculation》

- With a total usage of 24 m<sup>3</sup> of gas in one month and the applicable basic fee in the Hiroshima District (45 megajoule district), as the total amount of gas used is 24 m<sup>3</sup>, the fee is calculated using Rate category B:  
 $¥937.44 + (¥203.11 \times 24 \text{ m}^3) = ¥5,812$
- Formula for calculating consumption tax:  $¥5,812 \times 8/108 = ¥430$

\*If the number of days gas is used is less than 24 days (less than 29 days when initiating or disconnecting gas service) or more than 36 days (excluding cases whereby inspection cannot be carried out due to reasons within the company), the gas fee will be calculated on a per diem basis.

## Raw Material Cost Adjustment System

The Raw Material Cost Adjustment System is a system for adjusting the rate charge per unit of gas (the unit price per cubic meter of gas) per fixed period in response to fluctuations in the price of raw materials. The price of raw materials fluctuates due to movements in exchange rates and crude oil prices; the purpose of the Raw Material Cost Adjustment System is to reflect these economic conditions in the gas fees charged to customers in a timely manner.

- Adjustment of rate due to adjustment of raw material cost

$$\text{Adjusted rate amount (¥/m}^3\text{)} = (\text{average raw material price (¥/ton)} - \text{basic average raw material price (¥/ton)}) \div 100 \times 0.082 \times (1 + \text{consumption tax rate})$$

\*The basic average raw material price is 53,280 (¥/ton)

- Reflection in monthly gas fee: Gas fee (¥) = basic fee (¥) + adjusted rate (¥/m<sup>3</sup>) × amount of gas used (m<sup>3</sup>)

\*Adjusted rate = basic rate (¥/m<sup>3</sup>) + adjusted rate amount (¥/m<sup>3</sup>)

- Reflection in monthly gas fee

The three month average of the raw material price is reflected in the gas fee for the month following a two month interval.

Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Avg. of avg. raw material price					Reflected in fee						
Avg. of avg. raw material price					Reflected in fee						
	Avg. of avg. raw material price						Reflected in fee				

Figure: Raw material price calculation period

## General Fee

Rate Category	A	B	C	D
Consumption	0m <sup>3</sup> to 10m <sup>3</sup>	Over 10m <sup>3</sup> to 25m <sup>3</sup>	Over 25m <sup>3</sup> to 102m <sup>3</sup>	Over 102m <sup>3</sup>
Basic fee	¥881.28	¥937.44	¥1,317.60	¥1,576.80
Basic rate	¥208.60	¥203.11	¥188.25	¥185.72

\*The fees listed above include consumption tax.

(The rates reflected above are the basic rates. As the adjusted rate fluctuates each month, please see the Gas Consumption Notice delivered when your meter is read.)

## List of Gas Charges for Households (Optional Agreement for Households)

(Economical options for customers using devices that the optional fee plans are applicable to)

**These plans are relatively inexpensive when compared to the general plan for the same amount of gas used. We encourage customers to sign up for the optional plans below if they are using devices that are eligible.**

### 《Important Matters Concerning Application》

- An application is required to use the Household Fee Menu.
- After you have submitted the application, the selected optional fee plan will come into effect on the day after the next inspection (the day the application is delivered to Hiroshima Gas). However, if you have applied at the time of initiating gas service, the optional fee plan selected will come into effect from the day gas service is again initiated.
- Applications for optional supply provisions may not be accepted within one year of canceling a contract with Hiroshima Gas.
- Only household customers may apply for optional supply provisions. However, customers who wish to apply for the Optional Agreement for places other than households may do so, depending on the circumstances for which the Optional Agreement would be used for. Please see the terms of use below.
- If the device has been replaced or removed, please contact us.

### 暖房まる料金 プラス トク

Gas hot water bathroom heating dryer



gas fan heater

For customers using gas fan heaters, etc.

### Household heating contract

This contract is for customers who are using a gas heating unit (gas fan heater, gas heater, gas air conditioner, etc.) or a GCH system (bathroom heating dryer, heating radiator, etc.) in a household residence.

Winter (Dec. – Mar.)			Other seasons (Apr. – Nov.)		
Gas used	Basic fee	Basic rate	Gas used	Basic fee	Basic rate
0m <sup>3</sup> to 50m <sup>3</sup>	Same as general fee plan		0m <sup>3</sup> to 25m <sup>3</sup>	Same as general fee plan	
Over 50m <sup>3</sup>	¥6,048.00	¥95.35	Over 25m <sup>3</sup>	¥3,564.00	¥101.79

### 床暖まる料金 プラス トク



For customers using gas hot water floor heating systems

### Floor heating contract

This contract is for customers who are using a gas hydronic floor heating system in household residences.

\* Customers other than household customers may also be able to apply for this fee plan if the total rated output of the customer's gas devices other than a gas hot water floor heating system is 25 kW or less, or if the customer has a dedicated gas meter installed for the gas hot water floor heating system.

Winter (Dec. – Mar.)			Other seasons (Apr. – Nov.)		
Gas used	Basic fee	Basic rate	Gas used	Basic fee	Basic rate
0m <sup>3</sup> to 44m <sup>3</sup>	Same as general fee plan		0m <sup>3</sup> to 23m <sup>3</sup>	Same as general fee plan	
Over 44m <sup>3</sup>	¥5,940.00	¥85.32	Over 23m <sup>3</sup>	¥3,564.00	¥90.13

### コージェネまる料金 プラス トク



For customers using a household gas cogeneration system

### Household gas cogeneration system contract

This contract is for customers who are using a gas cogeneration system (rated electrical output less than 5kW) in household residences.

Year round		
Gas used	Basic fee	Basic rate
0m <sup>3</sup> to 18m <sup>3</sup>	Same as general fee plan	
Over 18m <sup>3</sup>	¥3,186.00	¥82.34

\*The fees listed above include consumption tax.

(The rate is the basic rate. As the adjusted rate fluctuates each month, please see the Gas Consumption Notice which will be delivered around the time of inspection.)

Contact for inquiries and applications concerning optional supply provisions for households	Hiroshima Gas Customer Service Center	Hiroshima/Higashi Hiroshima District	082-251-2151
		Kure District	0823-22-1234
		Onomichi/Mihara District	0848-22-2104

# Gas Fee Payment Methods

## Account Transfer

**We strongly encourage customers to use this method.**

### How to apply...

Apply at a financial institution or by filling in the required information on a Hiroshima Gas account transfer application form and stamp it with a seal. If you would like to have the account transfer application form mailed to your residence, please contact us.

### When account transfer begins...

The process requires approximately one month from the date of application. Hiroshima Gas will continue sending payment slips until your application has been processed. Once your application has been processed, a note will be recorded in the "Gas Consumption Notice" column of your gas bill.

## Credit Card

### How to apply...

Payment by credit card requires an application in advance. You can order an application for credit card payments from the Hiroshima Gas website or by telephone. See the explanations attached to the application for more information.

### When credit card payment begins...

It will be recorded in the "Gas Consumption Notices" column of your bill.

#### Important Matters Concerning Credit Card Payments

- Please take note that the days for credit card companies' billing cycles differ from those for Hiroshima Gas's inspection, the current month's bill may be charged the following month, resulting in two months of gas fees being charged as a single, combined fee, and some months may occur where no charge to your credit card company is made.
- No bill or receipt will be issued by Hiroshima Gas; please see your credit card statement for such information.
- Please contact Hiroshima Gas immediately if your credit card number or valid date changes.
- Gas fees cannot be paid via credit card at Hiroshima Gas payment counters, financial institutions, or convenience stores.
- Large contracts, industrial optional supply contract, and multiple fees billed as a single, combined fee are not eligible for credit card payments.
- A new application is required when the location where you are receiving gas changes, such as after moving, and also when you renew your contract with Hiroshima Gas, even if the location where gas is received remains the same.

## Payment Transfer

Payments can be made via Hiroshima Gas's designated payment transfer application at the locations listed below. Payment slips will be delivered every month during meter inspection or by mail.

• Convenience stores • Financial institutions • Gas Retail Stores • Hiroshima Gas Showrooms

## Default Interest System

In the event that gas fees are paid after the payment due date (the 30th day counting from the day after the day of a meter reading), 0.0274% default interest will be charged per day payment is delayed. However, no default interest will be charged if payment is made within 10 days from the day after the payment due date.

## Payment Period

The payment period for gas fees is 30 days after the day of a meter reading. If payment is not made within 50 days, **your gas service may be discontinued**. In this case, reconnection service is performed **between 9:00 a.m. and 7:00 p.m. (between 9:00 a.m. and 5:00 p.m. on Sundays and holidays)**. **You must be present during the reconnection service operation.**