

Open Hours for Service Counters at Ward Offices Temporarily Extended

(Resident Registration Division, Insurance & Pension Division)

When: Tue 24 March-Fri 3 April (Weekdays: 8:30-19:00, Sat, Sun: 10:00-15:00)

Less crowded on weekends or before 10:00 and after 17:00 on weekdays

Note

- Regular opening hours are weekdays from 8:30 to 17:15.
- Branch offices, Citizen Service Corners, passport counters, condolence counters, and special counters for electronic certificate renewal will not be open during this period.
- For details, please visit the City of Shizuoka website or contact the Resident Registration Division of your ward.▶
<https://www.city.shizuoka.lg.jp/s8436/s013698.html>
- For reservations to collect My Number Cards, please contact the Resident Registration Division of the ward where you live.
- If congestion becomes severe, counters may close reception even during opening hours.
- Parking congestion is expected. Please use public transportation where possible.



Address Change Procedures

Type	Items to Bring	Notification Period
Moving In (from outside the city)	Identification, Moving-Out Certificate (for those who have a paper certificate), My Number Card*, etc.	Within 14 days after you start living at the new address
Moving Within the City	Identification, My Number Card*, National Health Insurance Eligibility Confirmation Certificate*, Medical Care System for the Elderly Eligibility Confirmation Certificate*, etc.	
Moving Out (to outside the city)	Identification, National Health Insurance Eligibility Confirmation Certificate*, student ID or certificate of enrollment*, Medical Care System for the Elderly Eligibility Confirmation Certificate*, etc.	From about two weeks before the move



Note

- * Please complete procedures at the counter of the ward where you live whenever possible.
- * Only those who have the items marked with * need to bring them.
- * If you have a My Number Card, you can submit a moving-out notification and schedule your visit for moving-in procedures online using Mynportal. ▶ <https://www.city.shizuoka.lg.jp/s8436/s013652.html>
- * Foreign residents must bring their Residence Card or Special Permanent Resident Certificate.
- * Required items vary depending on the details of your notification. Please contact the Resident Registration Division of your ward for details.
- * Moving-in procedures may not be possible depending on processing status at the municipality you are moving from.
- * Depending on the type of notification, same-day processing may not be possible.

Continued...



Please make use of the “Shizuoka City Procedures Guide”

By answering questions, you can find out which procedures and items you need.

▶▶▶ <https://tzk.graffer.jp/city-shizuoka>

Address Changes, Family Register Notifications, Seal Registration

Resident Registration Division (by ward)

- Aoi Ward: Shizuoka City Hall New Building, 1st Floor ☎ 054-221-1061
- Suruga Ward: Suruga Ward Office, 1st Floor ☎ 054-287-8611
- Shimizu Ward: Shizuoka City Hall Shimizu Office, 1st Floor ☎ 054-354-2126

Note

Issuance of copies of resident records through the wide-area system is available on weekdays only from 9:00 to 17:00.

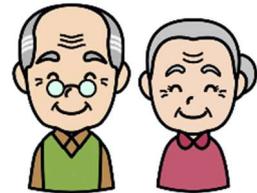


National Health Insurance, Medical Care System for the Elderly, National Pension

Insurance & Pension Division (by ward)

(Insurance Section / National Pension Section)

- Aoi Ward
Shizuoka City Hall New Building, 1st Floor
☎ 054-221-1070 / ☎ 054-221-1065
- Suruga Ward
Suruga Ward Office, 2nd Floor
☎ 054-287-8621 / ☎ 054-287-8624
- Shimizu Ward
Shizuoka City Hall Shimizu Office, 1st Floor
☎ 054-354-2141 / ☎ 054-354-2134



Note

Cash payments, condolence counters, voluntary enrollment in the National Pension, and procedures related to disability pensions or death must be completed during regular opening hours.

Starting or Stopping Water and Sewer Services

A telephone service line will be available.

Waterworks & Sewerage Customer Service Center ☎ 054-251-1132

- Regular hours: weekdays 8:30–19:00
- In March and April, calls are also accepted on weekends and public holidays from 8:30 to 17:00.
- Online applications available at any time ▶ <https://logoform.jp/form/79j2/448554>



Continued...

Identity Verification at Counters

To prevent false notifications by third parties and leakage of personal information, identity verification is conducted at counters using identification documents. Thank you for your understanding and cooperation.

Identification Documents

Please present a valid, government-issued photo ID such as a driver's license, passport, or My Number Card.



When Using a Proxy

If someone other than the applicant comes to submit address change notifications or request certificates, a letter of authorization from the applicant is required.

Note

If your identification does not include a photo, please present two or more documents.

For details on acceptable identification and how to write a letter of authorization, please contact the relevant division.

Convenience Store Certificate Issuance Using a My Number Card

You can obtain copies of resident records, family register certificates, and seal registration certificates at convenience stores.

To encourage greater use of this service, issuance fees at convenience stores are reduced by 100 yen compared with counter issuance for five years from April 2025.

Note

A valid electronic certificate for user identification (password) is required. Face-recognition My Number Cards cannot be used.



Renewal of Electronic Certificates on My Number Cards

- Renewal procedures can be completed from three months before the expiration date.
- Due to an increase in renewals, counters are crowded. Please allow sufficient time or use the special counter on the 3rd floor of the Joto Health & Welfare Area Complex Building (weekdays 8:45–17:00).
- Once the certificate expires, you will no longer be able to obtain resident records and other documents at convenience stores. Please take care.

Inquiries: City Call Center ☎054-200-4894

Resident Registration Division of each Ward Office

(Aoi ☎054-221-1061, Suruga ☎054-287-8611, Shimizu ☎054-354-2126)



Translated by:

International and Intercultural Affairs Division
City of Shizuoka

(Source: Shizuoka Kibun, March 2026)