

April 19, 2023

**Result of Investigation into the Handling of Information on Customers of New Electric Power**

The Kansai Electric Power Co., Inc. (Code: 9503)  
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(URL: <https://www.kepco.co.jp/>)  
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It became clear that we had browsed and used information on customers of power producers and suppliers other than us (hereinafter, the Information on Customers of New Electric Power\*) as managed by Kansai Transmission and Distribution, Inc. (hereinafter, Kansai Transmission and Distribution) in December 2022. We established the emergency response committee on January 31, 2023 in order to promptly address the investigation of facts and identification of their causes relating to this case and measures for improvement, and strengthened the structure of the committee on February 24, 2023.

We conducted investigations such as questionnaire and hearing on awareness and specific browsing activities at the time of browsing, based on the actual results of browsing the Information on Customers of New Electric Power for low voltage, high voltage and special high voltage as received from Kansai Transmission and Distribution.

We will continue to seriously respond to guidance from the supervisory authorities and have the emergency response committee and the Compliance Committee determine the cause of the issues in consideration of the result of investigation. Through these initiatives, we will make utmost efforts across the Group to prevent recurrence.

If with respect to this case there occurs matters to be disclosed, we will promptly announce them.

\* Information on agreements with customers of power producers and suppliers, etc. other than us. It includes information on agreements with customers to receive last resort service.