

February 24, 2023

Strengthening the Emergency Response Committee Structure and Exercising Self-restraint in Aggressive Sales Activities

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It became clear that we had browsed and used information on customers of power producers and suppliers other than us as managed by Kansai Transmission and Distribution, Inc. in December 2022. Accordingly, we decided the following two points today.

1. Strengthening the Emergency Response Committee structure

We will increase the number of staff at the Emergency Response Committee chaired by President and strengthen a secretariat structure in order to accelerate and promote more powerfully the investigation of facts, identifying causes and specifying measures for improvement, all of which we will address.

Under the strengthened structure, in the future we will examine more in-depth measures aiming to drastically solve underlying issues and plan to put together certain measures by the end of April 2023.

2. Exercising self-restraint in aggressive sales activities

We will address with the first priority determining the cause of the case this time, full inspections for business operations and system, and training and education aiming to complete again understanding laws and regulations including regulations to ensure neutrality of electricity networks and compliance consciousness.

We will completely exercise self-restraint in aggressive sales activities upon sale of electricity and gas and proposals for solutions for the period from today to the end of April 2023 as a period to intensively work on the above and establish implementing retail business under appropriately competitive environment.

We sincerely apologize again as an inappropriate case of compliance became clear.

In light of the emergency instruction received from the Ministry of Economy, Trade and Industry on February 21, 2023 as well, we will continue to seriously respond to guidance from the supervisory authorities, while implementing a full investigation and determining the cause of the issues by the Emergency Response Committee and the Compliance Committee. Through these initiatives, we will make utmost efforts across the Group to prevent recurrence.