

January 13, 2023

**Report on Result of Investigation into the Handling of Information on Customers of
New Electric Power
(Report on Collection of Reports from the Electricity and Gas Market Surveillance
Commission)**

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) managed by Kansai Transmission and Distribution, Inc. in December 2022. Accordingly, we received the collection of reports from the Electricity and Gas Market Surveillance Commission (hereinafter, the Surveillance Commission).

We investigated record browsing the Information on Customers of New Electric Power for a period of three months between September 12, 2022 and December 12, 2012 designated as the collection of reports. We reported to the Surveillance Commission measures to prevent recurrence for the time being together with the result of the investigation.

We confirmed that 730 of our employees and subcontractors browsed the Information on Customers of New Electric Power with 14,657 contracts. The principal purpose of browsing was to confirm the situation of contract upon offers from customers and response to inquiries from customers. We also confirmed that they had partly browsed it in order to use the activities of our proposals for customers.

We consider that this case was attributable to our insufficient structure to early detect and correct inappropriate operations of business, in addition to insufficient understanding of regulations to ensure neutrality of electricity networks set forth in the Electricity Business Act and insufficient completeness of compliance consciousness.

In addition, it became clear that statistics data which we had entrusted a subcontractor to extract in order to report it to the Surveillance Commission had included the Information on Customers of New Electric Power. Accordingly, we reported the above to the Surveillance Commission and took measures for promptly suspending data extraction, etc.

We sincerely apologize again as we inappropriately handled the Information on Customers of New Electric Power regarding the regulations to ensure neutrality of electricity networks.

Process to break the Information on Customers of New Electric Power available for browsing as understood at this point in time has been completed by today. In addition, we will promptly work on measures to prevent recurrence for the time being such as strengthened training relevant to the regulations to ensure neutrality of electricity networks.

We will seriously respond to guidance from the Surveillance Commission and have the Compliance Committee comprising an outside lawyer and other members implement an objective and full investigation and determine the cause of the issues. Through these initiatives, we will throughout adhere to measures to prevent recurrence so as not to occur such issues again. In addition, we will continue to devote our efforts aiming to nurture corporate culture with the first priority on compliance.

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