

January 13, 2023

**Report on Leakage, etc. of Information on Retail Customers at Kansai Transmission
and Distribution, Inc.**
**(Report on Collection of Reports from the Electricity and Gas Market Surveillance
Commission)**

The Kansai Electric Power Co., Inc. (Code: 9503)

6-16 Nakanoshima 3-chome, Kita-ku, Osaka

(URL <https://www.kepco.co.jp/>)

Company Representative: Nozomu Mori, Director, Representative Executive Officer, President

Contact: Takahiro Uenishi, Senior General Manager, Office of Accounting and Finance

Tel: 050-7105-9084

It became clear that Kansai Transmission and Distribution, Inc. (hereinafter, Kansai Transmission and Distribution), our subsidiary, had leaked to our employees, etc. its customers' information that should have been originally private. We received the collection of reports from the Electricity and Gas Market Surveillance Commission (hereinafter, the "Surveillance Commission") on December 27, 2022.

Responding to this case, Kansai Transmission and Distribution put together the result of investigation into the actual results of access log at the wheeling operation system* for a period between September 12, 2022 and December 12, 2022 designated at the collection of reports, the cause of this case occurred, measures to prevent recurrence for the time being, inappropriate handling newly becoming clear, etc. It reported the above to the Surveillance Commission today.

We sincerely apologize again as this case brought about the leakage of information on customers and situations shaking fair competitions among power producers and suppliers.

With respect to situations that our employees' etc. could access to a part of screens at the system as announced last time, as a result of investigation this time into actual result of access log for a period between September 12, 2022 and December 12, 2022, we confirmed the following.

- The number of our employees, etc. who had browsed private information was 730 (our employees of 243, the employees of subcontractors of 487).
- The number of customers browsed was 14,657.
- The number of power producers and suppliers with which the above customers contracted was 136.
- The number of customers who had switched contract from operators other than us to us after browsing was 3,538.

In addition, when we investigated whether or not to occur inappropriate handling in the same manner, it became clear that private information was listed at high voltage and special high voltage areas other than screens at the low voltage area as announced last time. Process to break information pertaining to this case has

been completed by today.

Furthermore, when we put together statistics data (an electrify transaction report), which we report to the Surveillance Commission under laws and regulations, it became clear that Kanden Systems Inc., which is entrusted from Kansai Transmission and Distribution to develop, maintain and operate a wheeling operation system, had provided information on customers including private information to us according to request from the Company. In addition, it also became clear that failure to set up authorizing access in a system (a power distribution-related system), which Kansai Transmission and Distribution uses at power distribution business.

We consider that the inappropriate handling as announced last time was primarily attributable to insufficient investigation into areas listing private information at a swelling and complicated system in response to full liberalization of electricity retail markets in April 2016.

The contents of report this time are results of our investigation as far as practicable up to today. In the future we will appropriately respond to this case with guidance from the supervisory authorities, and implement an objective and full investigation and determine the cause of the issues under the initiative of our Compliance Committee comprising an outside lawyer and other members.

We and Kansai Transmission and Distribution take this case very seriously, and Kansai Transmission and Distribution will throughout adhere to measures to prevent recurrence.

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

※ * A system to manage information on the quantity of electricity used by customers who use electricity and power producers and suppliers, etc. with which customers contract within the areas provided by Kansai Transmission and Distribution (Osaka, Kyoto, Hyogo (excluding a part of Hyogo), Nara, Shiga, Wakayama, a part of Mie, a part of Gifu, and a part of Fukui)