

January 20, 2023

**Report on Result of Investigation into the Handling of Information on Customers of New
Electric Power
(Report on Collection of Reports from the Personal Information Protection
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 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. in December 2022 (hereinafter, this Case). Accordingly, we received the collection of reports from the Personal Information Protection Commission on January 11, 2023.

We reported to the Personal Information Protection Commission today the result of investigation into the situation browsing the Information on Customers of New Electric Power, reasons for use, etc.

We sincerely apologize again as we inappropriately handled the Information on Customers of New Electric Power in this Case.

The contents of report this time mainly consist of investigation into the actual results of browsing for a period of three months between September 12, 2022 and December 12, 2022. In the future, we will appropriately respond to this Case with guidance from the supervisory authorities, while implementing an objective and full investigation and determining the cause of the issues by the Compliance Committee comprising an outside lawyer and other members. Through these initiatives, we will throughout adhere to measures to prevent recurrence so as not to occur such issues again.

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