

March 28, 2023

**Report on Result of Investigation into Failure in Registration of Authorizing Access
(Report on Collection of Reports from the Electricity and Gas Market Surveillance
Commission)**

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It became clear that we had browsed and used information on customers of other power producers and suppliers (hereinafter, the Information on Customers of New Electric Power*¹) managed by Kansai Transmission and Distribution, Inc. (hereinafter, Kansai Transmission and Distribution) in December 2022. Accordingly, we received the collection of reports on December 17, 2022 and received request for emergency inspection on January 13, 2023, from the Electricity and Gas Market Surveillance Commission (hereinafter, the Surveillance Commission). We reported the result of investigation, etc. to the Surveillance Commission.

We received the collection of reports on failure in registration of authorizing access at the Customer Information System*² from the Surveillance Commission on March 24, 2023 and reported the result of investigation to the Surveillance Commission today.

As a result of the investigation, we confirmed that we had delegated authority held by Kansai Transmission and Distribution (hereinafter, the Authority) to our 5 employees, and that our 4 employees had browsed 69 customers from the Information on Customers of New Electric Power for a period between November 17, 2022 and March 16, 2023.

As a result of interviews with employees who had browsed and who had delegated authority, we confirmed that there had not been browsing with a view to proposal activities from us, intentional empowerment with malicious intent, etc.

The Authority and functions to register the Authority had been completely deleted by March 17, 2023.

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

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

- *1: Information on customers of other power producers and suppliers. It includes information on customers to receive last resort service and information on supply and demand agreement other than ours.
- *2: A system dealing with wheeling-related information at Liberalized Department. It has commenced operation in 2005 and is administered by Kansai Transmission and Distribution after legal separation.