

March 28, 2023

**Report on Leakage of Wheeling-related Information due to Failure in Registration of Authorizing Access to the Electricity and Gas Market Surveillance Commission at Kansai Transmission and Distribution, Inc.**

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

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

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Kansai Transmission and Distribution, Inc. (hereinafter, Kansai Transmission and Distribution), our subsidiary, conformed<sup>\*2</sup> that at the registration of authorizing access screen of the wheeling operation system<sup>\*1</sup> shared with us authority held by Kansai Transmission and Distribution's employees could be granted to our employees, and that our 5 employees (hereinafter, the Employees) could browse private information as of March 16, 2023.

Responding to this case, Kansai Transmission and Distribution received the collection of reports from the Electricity and Gas Market Surveillance Commission (hereinafter, the Surveillance Commission) on March 24, 2023, and put together the result of investigation and reported it to the Surveillance Committee 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.

As a result of this investigation into actual results of access log for a period between November 17, 2022 and March 16, 2023, we confirmed the following.

- The number of employees who had browsed private information from among the Employees was 4.
- The number of customers contracted with new electric power operators and Kansai Transmission and Distribution (last resort service agreement) which the above 4 employees had browsed was 69 (including 4 customers of Kansai Transmission and Distribution).
- Operators with which the above customers had contracted were 8 new electric power operators and Kansai Transmission and Distribution.
- The number of customers who had switched contract from new electric power to us after browsing was 50.

In the future, Kansai Transmission and Distribution will appropriately respond with guidance from the supervisory authorities and have the internal Investigation and Reform Committee implement surely measures

to prevent recurrence. In addition, it will also address measures to further improve in light of investigation at our Compliance Committee, the result of its analysis, etc.

- \*1: 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)
- \*2: The authority of the Employees and authorizing functions at the registration of authorizing access screen have already been deleted.