

Commitment to Solutions

Our Group has been meeting the various demands of our customers and society by offering total solutions that combine our services, including comprehensive energy supply which is mainly offering electricity, as well as telecommunications, daily life and businesses.

While customers and society have increasingly different needs, with social changes triggered by the global decarbonization movement and COVID-19 infection, we are committed to exceeding customers' expectations so that they will continue to select the Kansai Electric Power Group. Specifically, we are addressing head-on the needs and problems of customers and society while expanding and providing valuable service solutions for home use, businesses and communities.

Kansai Electric Power's initiatives

Services for residential customers

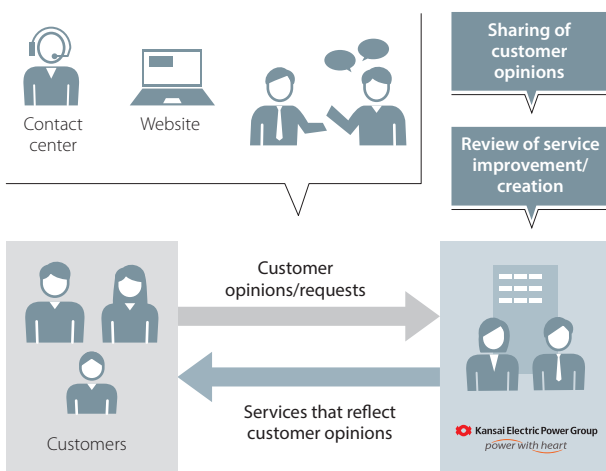
We offer a variety of services to help customers live comfortably, conveniently and economically. These include electric bill structures that meet customers' lifestyles, combined price plans for gas and electricity, total electric conversion for a zero-carbon life and integrated plans for energy and electric equipment.

We also have services that are helpful for our customers' daily lives, including a service to dispatch support personnel to customers experiencing problems, such as sudden power outages, as well as opening an EC mall designed to make life more convenient. All these solutions are available, tailored to the needs and lifestyles of customers.

As an energy company, we will continue to promote initiatives for customer satisfaction.

Capturing customers' feedback to create and improve services

We work to create and improve services in response to requests received from customers through our contact centers, website, etc. so we can meet our customers' needs.



Number of services improved and created based on customers' feedback
2021. 4 – 2022. 3 results

60

Services for corporate customers

We offer a wide range of services, including energy sales, energy management system services, energy solutions (PV, storage batteries, electrification, etc.), mobility services and business solution services. All these are designed to help customers solve increasingly diversified and complex management and social issues, such as growing environmental needs associated with decarbonization and carbon neutral initiatives, and constantly changing business environments due in part to intensifying natural disasters.

Concrete measures

<Example of on-site solar power generation services provided>

We provided on-site solar power generation services to Trial Company, Inc., where the Super Center Tondabayashi (Osaka Prefecture), a supermarket opened in the spring of 2020, uses green electricity to power the entire store, thereby contributing to environmental conservation.

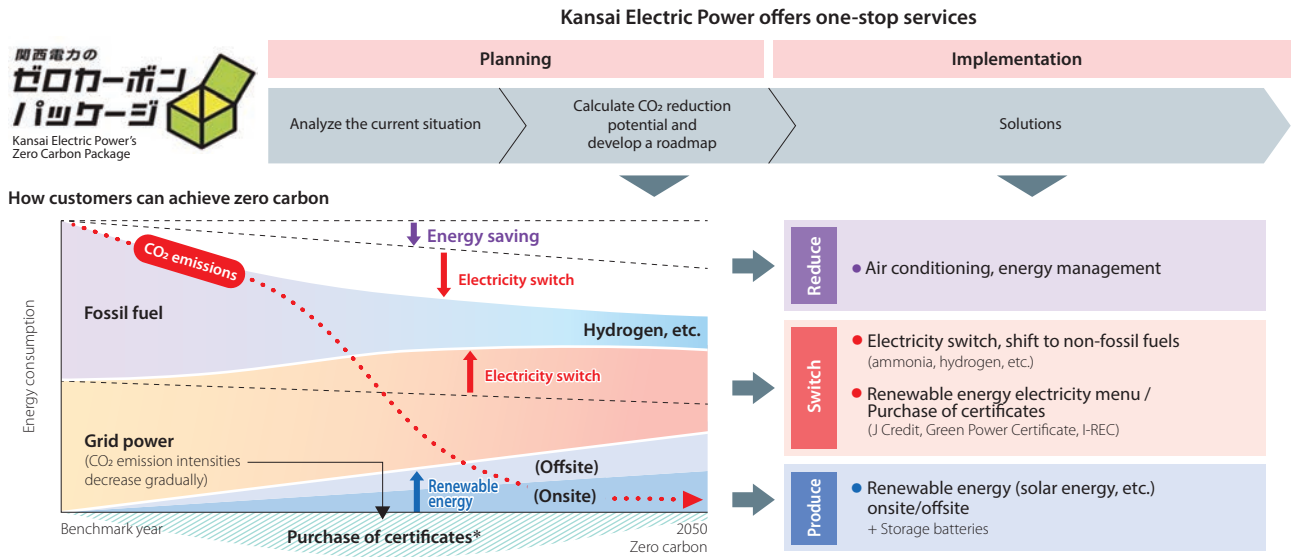
They plan to continue using the services and opt for solar power generation for captive consumption while looking at combining solar power generation with storage battery solutions as part of its Business Continuity Plan (BCP). We will therefore further strengthen our partnership to help them expand their business.



Trial Company logo and solar panels

The “Zero Carbon Package” solution

For customers nationwide, we offer customized solutions that feature a variety of services, from planning to implementation of specific measures, taking into account the decarbonization needs unique to each customer.



*Offsets CO₂ emissions from grid power. Certificates to be purchased are expected to decrease as CO₂ emission intensities decrease gradually.

Joint efforts between Kansai Electric Power Co., Inc. and Kansai Transmission and Distribution, Inc.

Smart Pole demonstration

The Kansai Electric Power Group demonstrated the Smart Pole from January to June 2022 at Yumeshima, where the World Expo 2025 Osaka, Kansai, Japan will be held. The demonstration involved the poles powered with solar electricity, wireless charging of smartphones, Wi-Fi performance evaluation, and testing of the poles' salt and wind resistance. The performance of non-contact charging devices at drone ports was also examined, along with the anti-crime and monitoring performance of the cameras installed in each pole and drone.

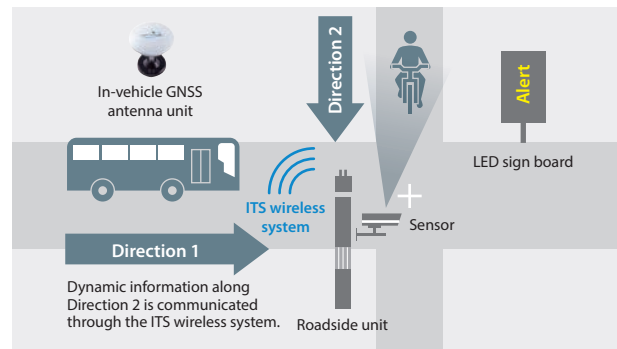


Demonstration of the Smart Pole at Yumeshima, designed based on the anime “Evangelion”

Kansai Transmission and Distribution envisions the Smart pole as a “platform to create the future and provide links among cities.” Using these poles, Kansai Transmission and Distribution is committed to solving social problems and contributing to the development of local communities.

For example, in April 2022 in Sanda City, Hyogo, twelve companies including Kansai Transmission and Distribution, Inc. conducted demonstrations where support systems for safe driving and monitoring were tested. Specifically, we verified the effectiveness of the safe driving support system using pole-assisted “road-to-vehicle communication” and “vehicle-to-vehicle communication” with bicycles, assuming a situation where a bus drives through an intersection with blind corners that make it difficult to detect pedestrians.

Safe driving support: Road-to-vehicle communication alerting drivers of pedestrians running into the road



The ITS (Intelligent Transport Systems) is a system where information is shared between drivers, roads, and vehicles to solve a variety of problems such as traffic accidents, traffic jams, and environmental issues. The GNSS (Global Navigation Satellite System) is a system where satellites orbiting at an altitude of tens of thousands of kilometers provide location data at an accuracy of within a few centimeters. The ITS wireless system is wireless communication for ITS where the 700 MHz band is primarily used to communicate massive amounts of data, including target mobility information to be provided to vehicles, etc.

Kansai Transmission and Distribution leverages the Smart Pole to provide new value, creating the Smart Pole platform for a variety of business operators by diversifying the way electricity is provided.