

## Kansai and OpenAI announce strategic collaboration to accelerate DX through generative AI

17th June 2025

The Kansai Electric Power Co., Inc.

The Kansai Electric Power Company, Inc. (Kansai) and OpenAI, Inc. have initiated a strategic collaboration to advance digital transformation (DX) through the utilization of generative AI technology.

Through this partnership, Kansai will introduce “ChatGPT Enterprise”<sup>※1</sup> OpenAI’s enterprise-grade generative AI service, at large-scale. Initially, this will focus on personnel driving DX initiatives, aiming to create new value and achieve fundamental operational reform. Additionally, Kansai will establish the OpenAI Center of Excellence (CoE<sup>※2</sup>) to collaborate with OpenAI in developing and expanding use cases for generative AI applications.

Specific initiatives under consideration with OpenAI include:

- Enhancing operational efficiency and quality in Kansai’s thermal power generation and maintenance activities by applying generative AI, contributing to the realization of Digital Power Plants<sup>※3</sup>.
- Innovating sales approaches and customer interaction through generative AI solutions, improving customer satisfaction and overall experience.
- Developing AI agents<sup>※4</sup> to support executive decision-making, enhancing both the speed and quality of management-level decisions.

Kansai envisions the arrival of the "AI Industrial Revolution" around 2030. To prepare for this, Kansai has developed our DX Vision for 2030 and corresponding DX Roadmap, aiming to accelerate efforts toward achieving these goals through this strategic collaboration.

### Notes:

※1: A generative AI service provided by OpenAI specifically designed for enterprise use.

※2: A team of AI specialists housed within K4 Digital Corporation, Kansai’s dedicated DX subsidiary, tasked with collaborating with OpenAI to explore and develop new generative AI use cases.

※3: A power plant where operational, planning, and maintenance tasks are seamlessly integrated based on advanced data.

※4: AI systems designed to autonomously make decisions and execute complex tasks to achieve predefined objectives

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Appendix 1: Comments from Both Companies Regarding the Partnership

Appendix
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◆ Nozomu Mori, Representative Executive Officer and President, Kansai Electric Power Company, Inc. (Kansai)

"Generative AI is a groundbreaking technology with the power to transform the way employees work and revolutionize customer experiences. Through this partnership with OpenAI, a global leader at the forefront of AI innovation, we aim to enhance operational efficiency, modernize energy infrastructure for the next generation, and create new value by utilizing digital technologies. This collaboration represents a critical step toward realizing our DX Vision and will significantly accelerate our DX initiatives. As we strive to build a sustainable society, we will continue to take bold challenges without fear of failure, paving the way for a brighter future."

◆ Tadao Nagasaki, Representative Executive Officer and President, OpenAI Japan G.K.

"This initiative, which rapidly utilizes generative AI in the critical field of public infrastructure to accelerate Japan's DX, embodies the balance between innovation and the responsible use of technology. We deeply resonate with Kansai's transformative vision and look forward to contributing to the creation of new value in the energy sector through our AI technology, which prioritizes safety and reliability. We are greatly excited about the future developments stemming from this partnership."

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