

Osaka Gas Implements Special Measures Related to Gas and Electricity Fees, Etc. in Response to the Spread of Infection of the New Coronavirus

March 19, 2020

Osaka Gas Co., Ltd.

Osaka Gas Co., Ltd. (President: Takehiro Honjo; hereinafter, "Osaka Gas") today announced that it will implement the special measures described below when applications are received from customers, etc., in response to a request by the Ministry of Economy, Trade and Industry based on the Emergency Measures to Cope with Anxieties of Daily Living implemented by the Headquarters for Novel Coronavirus Disease Control established by the Japanese government. Regarding special measures related to general supply provisions on general gas service and retail transportation service provisions, Osaka Gas applied to the Minister of Economy, Trade and Industry to obtain approval for implementation of the "supply conditions other than the retail service provisions for the designated former service area, etc." and "supply conditions other than the transportation service provisions" on March 19. Approval was obtained today.

1. Customers

(1) Gas and electricity fees

The payment due date^{*1} for gas and electricity fees based on the meter reading in February (payment due date^{*1}: March 25, 2020 or later), March, and April 2020 will be postponed for one month.

(2) Customers affected by the measures

The measures in (1) above apply to customers who meet all the conditions of ①, ②, and ③ below.

- ① Customers who have concluded a gas or electricity supply contract with Osaka Gas
- ② Customers who receive loans under the Living and Welfare Fund Loan Program^{*2} due to the widespread infection of the new coronavirus, or customers who are deemed by Osaka Gas to have difficulty paying gas or electricity fees temporarily due to leave, unemployment, etc., caused by the widespread infection of the new coronavirus
- ③ Customers who have applied to Osaka Gas

2. Transportation service contractors who supply gas to customers

(1) Transportation service fees

The payment due date^{*1} for gas transportation service fees based on the meter reading in February (payment due date^{*1}: March 25, 2020 or later), March, and April 2020 will be postponed for one month.

(2) Transportation service contractors affected by the measures

The measures in (1) above apply if transportation service contractors that have concluded transportation contracts with customers who meet all the conditions of ①, ②, and ③ below apply to Osaka Gas.

- ① Customers who live in Osaka Gas's gas service area
- ② Customers who receive loans under the Living and Welfare Fund Loan Program^{*2} due to the widespread infection of the new coronavirus, or customers who are deemed by transportation service contractors to have difficulty paying gas fees temporarily due to leave, unemployment, etc., caused by the widespread infection of the new coronavirus
- ③ Customers who have applied to transportation service contractors

3. Where to apply

[Phone number] 0120-078-071

[Hours] [Monday to Saturday] 9:00 a.m. to 7:00 p.m.

[Sundays/national holidays] 9:00 a.m. to 5:00 p.m.

[Date on which Osaka Gas starts accepting applications] Wednesday, March 25, 2020

*1 Payment due date

The payment due date is the 30th day from the day following the day when the fees are payable. If the fees are not paid after the payment due date, an overdue interest (0.0274% per day) accrues for the period from the day following the payment due date to the date of payment.

*2 Living and Welfare Fund Loan Program

Against the backdrop of the widespread infection of the new coronavirus, prefectural social welfare councils offer loans to cover living expenses, etc., to households that need such loans due to leave, unemployment, etc. (This is a loan program offering emergency small loans/general support loans in response to the widespread infection of the new coronavirus. Applications will be accepted from March 25, 2020.)