

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

April 24, 2020

Osaka Gas Co., Ltd.

Osaka Gas Co., Ltd. (President: Takehiro Honjo) announced on March 19 that it would postpone the payment due date for gas and electricity fees due to the spread of the new coronavirus infection.*¹ In response to a request from the Ministry of Economy, Trade and Industry made in line with the state of emergency proclaimed by the government, Osaka Gas will additionally implement the special measures described below when applications are received from customers.

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 “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 April 21. Approval was obtained today.

1. Customers

(1) Gas and electricity fees

- ① The payment due date*² for gas and electricity fees based on the meter readings in February (the payment due date*² is March 25, 2020 or later and has not yet come), March, and April 2020 will be postponed for two months. (Previously one month's postponement)
- ② The payment due date*² for gas and electricity fees based on the meter reading in May 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*³ 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 (If customers who have already applied for one month's postponement of the payment due date in response to our announcement on March 19*¹ wish to extend the postponement period to two months, they need to apply again.)

Note: Customers who apply for extending the postponement period of the payment due date will receive by mail a new payment slip with the postponed payment due date printed on it. Please discard the old payment slip you already have, and pay using the new payment slip. Even customers who usually pay their fees by direct debit or credit card are asked to pay with this payment slip during the postponement period of the payment due date.

Note that as a general rule, fees for which the payment due date can be postponed are limited to those that are not yet due at the time of the application. Also note that the postponement of the payment due date depends on the customer's payment status.

2. Transportation service contractors who supply gas to customers

(1) Transportation service fees

- ① The payment due date*² for gas transportation service fees based on the meter reading in February (the payment due date*² is March 25, 2020 or later and has not yet come), March, and April 2020 will be postponed for two months. (Previously one month's postponement)
- ② The payment due date*² for gas transportation service fees based on the meter reading in May 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^{*3} 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.

*1 Details of the announcement on March 19

https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afieldfile/2020/03/26/20200319.pdf

*2 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, overdue interest (0.0274% per day) accrues for the period from the day following the payment due date to the date of payment.

*3 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. The councils started to accept applications on March 25, 2020.)