

Osaka Gas Adopts Measures at Its Call Center in Response to the Japanese
Government's Declaration of A State of Emergency
(The Cooperation of Customers is Requested.)

April 21, 2020
Osaka Gas Co., Ltd.

We at Osaka Gas Co., Ltd. extend our sincere gratitude to all customers for their patronage of our energy supply and our range of other services.

In response to the Japanese government's declaration of a state of emergency, we have adopted at our call center such measures as staggered working hours and expanded distance between staff work stations as steps to prevent the spread of COVID-19. As an additional effort to that end, effective as of April 22, we will limit the number of staff present in the call center, which we regret may result in delayed response to calls.

In this regard, customers who need to complete some formalities are encouraged to do so online via our website where various procedures can be processed, including applications for commencement or termination of gas/electricity supplies, requests to reschedule gas equipment inspection dates, inquiries on gas/electricity rates, and applications for gas appliances repair service.

<To complete procedures online>

<https://home.osakagas.co.jp/contact/index.html>

In addition, from April 22, "Osaka Gas Good Life Call", our toll-free telephone line dedicated to inquiries on our services, including gas appliances and gas/electricity rates, will operate according to rescheduled hours as specified below:

<Osaka Gas Good Life Call's Rescheduled Operating Hours>

	Before rescheduling:	After rescheduling:
Mondays through Saturdays	8:00 a.m.–9:00 p.m.	9:00 a.m.–7:00 p.m.
Sundays and national holidays	9:00 a.m.–9:00 p.m.	9:00 a.m.–5:00 p.m.

We apologize for any inconvenience that these measures may cause our customers and would be grateful for your understanding and cooperation.