

Osaka Gas Expands the Menu of Sumikata Services, Designed to Solve Housing Problems and Provide Peace of Mind, with the Number of Sumikata Members Exceeding 400,000

September 30, 2020
Osaka Gas Co., Ltd.
Osaka Gas Marketing Co., Ltd.

Osaka Gas Co., Ltd. (President: Takehiro Honjo, hereinafter, “Osaka Gas”) and Osaka Gas Marketing Co., Ltd. (President: Tsuyoshi Nakamura, hereinafter, “OGM”), which is a wholly owned subsidiary of Osaka Gas, will add a new service to the menu of Sumikata Services, which the two companies jointly provide. The new service, beginning in October 2020, solves problems with PCs and IoT devices. In addition, the number of Sumikata Members*¹ exceeded 400,000 on September 28, 2020.

Sumikata Services, launched in April 2016, is a one-stop set of services for solving housing problems in general, including plumbing repair, air conditioning repair, and house cleaning, provided using the companies’ technical expertise in responding promptly to problems with gas and other housing equipment in a community-based manner. In April 2017, Sumikata Plus was launched to provide monthly fixed-fee subscription customers with Kaketsuke Services (rush services) for solving urgent housing problems*² and Living Support Services.*³

Consumers now have many more opportunities to use PCs and other devices at home to telework or view videos, and consequently face more frequent problems with their PCs, peripherals and IoT devices. The newly added service is provided to promptly respond to such problems.*⁴ In addition, a 10% discount on repair fees*⁵ is available to Sumikata Members.

The membership of Sumikata Services, which responds to a wide range of problems by taking advantage of the Daigas Group’s strengths, has steadily increased in number. Housework and gardening services, provided in collaboration with Duskin Co., Ltd., have been added to the service menu since June 2020. The new service of solving PC problems has been added in partnership with Japan PC Service Co., Ltd. We will continue to help our customers solve a wide variety of problems in collaboration with the Osaka Gas service chain and diverse alliance partners.

We will make sustained efforts to be a corporate group that can help our customers evolve their lives and businesses.

*1: Subscribers to the monthly Sumikata Plus plan and the Sumikata Guarantee Pack (including Style Plan S)

*2: Free service where servicepersons are promptly sent to provide primary support in response to various problems at a customer’s home. The free primary response ranges from problem diagnosis to simple instant troubleshooting, given by a serviceperson visiting the customer’s home. If repairs are needed, the primary response will also include submission of a repair fee estimate. Repairs will be made for a fee at the customer’s request.

*3: Daily-life support services for customers in the areas of life, health and energy-saving. The services available to customers include the checking and maintenance of plumbing and underfloor areas in their housing, housework and gardening services provided by Duskin Co., Ltd., consultation with nurses, including public health nurses, about their health and long-term care, and “Shittoku! Ene-kurabe,” a website that issues reports useful for energy saving according to the energy consumption in each household. Use of the Shittoku! Ene-kurabe website requires full membership of “My Osaka Gas,” a website exclusive to Osaka Gas subscribers.

*4: The home-visit PC repair service is provided by Japan PC Service Co., Ltd. Requests for same-day home-visit service are accepted until 21:00. The hours are subject to change due to emergencies or other unavoidable circumstances.

*5: A 10% discount on the total fees excluding the cost of parts

- Customer inquiries

Osaka Gas Co., Ltd. Good Life Call – Tel.: 0120-000-555

Hours: Weekdays – 8:00–21:00; Sundays and national holidays – 9:00–21:00

* For the time being, as a COVID-19 control measure, the hours have been shortened as follows: Weekdays – 9:00–19:00; Sundays and national holidays – 9:00–17:00

* The hours are subject to change due to emergencies or other unavoidable circumstances.
For details, please refer to Osaka Gas’s website.