

Members-only Website “My Osaka Gas” To Be Remodeled To Become More Beneficial, More Convenient, and Safer!

February 2, 2021

Osaka Gas Co., Ltd.

Osaka Gas Marketing Co., Ltd.

Osaka Gas Co., Ltd. (President: Masataka Fujiwara; hereinafter, “Osaka Gas”) and Osaka Gas Marketing Co., Ltd. (President: Tsuyoshi Nakamura; hereinafter, “OGM”), a wholly owned subsidiary of Osaka Gas, will remodel the member-only website “My Osaka Gas” so that the website will be more beneficial, more convenient, and safer for users. Beginning with the launch of a remodeled loyalty point program scheduled for March 1, 2021, the website will be further enhanced with a “Point Mall,” an online store portal combined with the loyalty point program, to be introduced soon, as well as other added or improved functions and contents.

Since its service launch in July 2009, the website “My Osaka Gas” has so far served over 1.5 million registered members (as of the end of January 2021). We have enhanced its useful functions and contents, including the functions of enabling customers to easily check their gas and electricity consumption and charges on the website, to refer to information about the gas appliances they own, and to follow various procedures online. The upcoming remodeling is intended to further upgrade the website and thus offer customers greater convenience and satisfaction.

The Daigas Group will continue to provide customers with new services and products by utilizing digital and other technologies, aiming to become a corporate group that can help customers in further “evolution” of their lives and business activities.

● Major added and improved features

	Change	Before	After	Launch date
More beneficial	(1) Improvement of the loyalty point program	[Name] Sasugassu! Point	[Name] My Osaka Gas Point	March 1, 2021 * The Point Mall and the point exchanging function will be launched on March 8.
		[Earning the points] Points have been added mainly when the member checks charges and reads columns.	[Earning the points] Points will be added mainly when the member checks charges, reads columns, and <u>uses the Point Mall and other various services.</u>	
		[Using the points] Points have been usable mainly when the member applies for lotteries and donates to NPOs.	[Using the points] Points will be <u>exchangeable for points in coalition loyalty programs*</u> and be usable mainly when the member applies for lotteries and donates to NPOs.	

More convenient	(2) Emergency information service	Power outage information has been provided.	Information about power outages, <u>gas supply outages, typhoons, earthquakes, and evacuation</u> will be provided.	March 1, 2021
	(3) Widened list of gas appliance instruction manuals accessible online	Instruction manuals only for Osaka Gas-produced gas appliances have been accessible online.	Instruction manuals for <u>gas appliances produced by other companies</u> will be added to the online instruction manual list.	March 15, 2021
	(4) Social login	Only Yahoo! JAPAN accounts have been accepted.	Introduction of social login (LINE, Google, Yahoo! JAPAN , Twitter, and Facebook accounts will be accepted.)	From May 2021
Safer	(5) Introduction of two-factor authentication	Only an ID and password have been needed for login.	In place of authentication only with an ID and password, <u>two-factor authentication</u> will be adopted as a security measure against unauthorized login.	February 15, 2021

-More beneficial-

(1) Improvement of the loyalty point program

On March 1, 2021, the current Sasugassu! Point program will be replaced by a new loyalty point program named the “My Osaka Gas Point” program.

Members will be able to earn loyalty points not only by checking their gas and electricity charges and reading columns but also by using the Point Mall, which will open soon, and using various services, including the Sumikata service.

Accumulated points can be used to apply for lotteries and donate to NPOs as before and will become exchangeable for points in six coalition loyalty programs.

● Coalition loyalty programs available for point exchange

1	T Point	4	WAON Point
2	Rakuten Point	5	Ponta Point
3	d Point	6	Osaka Point (provided by Osaka Metro)

● Eligible My Osaka Gas Point users

Users of gas or electricity provided by Osaka Gas (excluding those contracted with external agents) who pay charges by bank transfer or credit card (on the condition of having a full My Osaka Gas membership)

● Point Mall

As a new feature, the My Osaka Gas website will have a “Point Mall,” a portal with links to external online stores, where users can buy products and services of other companies. By accessing those online stores

via the Point Mall on the My Osaka Gas website, users can earn My Osaka Gas points in addition to loyalty points given by those online stores.

● Sasugassu! Point Thank You Campaign

With February 28, 2021 as its final day, the current Sasugassu! Point program will be upgraded to the new My Osaka Gas Point program. Prior to the end of the current program, a Sasugassu! Point Thank You Campaign is being held from February 2 to 28, 2021.

[Period] February 2 to 28, 2021

[Outline] As a token of our gratitude for long-term patronage for the Sasugassu! Point program, we hold a lottery where every applicant wins a prize.

(Every member can apply for the lottery in as many units as they like.)

[Prizes]

Category	Prize	No. of winners
Category "Sa"	Omi Beef steak meat	100
Category "Su"	Choice from a sweets gift catalog	100
Category "Ga"	Senshu Towel set	1,000
Category "S"	Soap and kitchen detergent set	1,000
Category "Su!"	My Osaka Gas ' s original Kansai specialty bandana	10,000
-	200 My Osaka Gas Points*	All other applicants

* Even applicants for multiple units will earn 200 points each.

-More convenient-

(2) Emergency information service

The My Osaka Gas website has so far provided a power outage information service, whereby information about the occurrence of power outages is offered to members. The website will launch a new emergency information service, whereby information about the suspension and resumption of gas supply,* typhoons, earthquakes, and evacuation, in addition to power outages, will be shared with members.

* In the case where gas supply is stopped over a wide area due to an earthquake

(3) Widened list of gas appliance instruction manuals accessible online

The My Osaka Gas members have so far been able to access instruction manuals only for Osaka Gas-produced gas appliances on the website. After the improvement, instruction manuals for gas appliances produced by other companies will be added to the list of gas appliance instruction manuals accessible on the website.

(4) Introduction of social login

We will introduce a social login function so that members will be able to log in to the website more conveniently. LINE, Google, Yahoo! JAPAN, Twitter, and Facebook accounts will be accepted for login.

~~-Safer-~~

(5) Two-factor authentication

Two-factor authentication will be introduced to enhance information security. Two-factor authentication is a mechanism to prevent unauthorized third-person logins by authorizing each login with not only the ID and password but also an authentication code.

URL of the My Osaka Gas website (in Japanese only)

<https://www.osakagas.co.jp/ssl/my-page/index.html>

Inquiries about My Osaka Gas

Good Life Call, Osaka Gas Co., Ltd. - 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 to 9 a.m.-7 p.m. from Monday to Saturday and 9 a.m.-5 p.m. on Sundays and national holidays.

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