

Osaka Gas Implements Additional Special Measures Related to Gas and Electricity Fees, Etc. in Response to the Spread of the New Coronavirus (21st Report)

November 25, 2021
Osaka Gas Co., Ltd.

Osaka Gas Co., Ltd. (President: Masataka Fujiwara) announced previously that it would postpone the payment due date for gas and electricity fees due to the spread of the new coronavirus.*¹ In consideration of the current social situation and other factors, Osaka Gas will additionally implement the special measures described below when applications are received from customers.

Regarding special measures related to 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 transportation service provisions” on November 18. Approval was obtained today.

- *¹ Announcement on March 19: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/03/26/20200319.pdf
Announcement on April 24: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/05/11/20200424.pdf
Announcement on May 13: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/05/20/20200513.pdf
Announcement on June 24: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/07/01/20200624.pdf
Announcement on July 20: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/07/29/20200720.pdf
Announcement on August 6: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/08/14/20200806.pdf
Announcement on September 2: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/09/08/20200902_2.pdf
Announcement on October 14: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/11/16/20201014_1.pdf
Announcement on November 18: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/11/24/20201118.pdf
Announcement on December 21: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2020/12/23/20201221.pdf
Announcement on January 22: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/02/01/210122.pdf
Announcement on February 24: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/03/02/210224.pdf
Announcement on March 15: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/03/19/210315.pdf
Announcement on April 23: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/04/28/210423_2.pdf
Announcement on May 12: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/05/14/210512.pdf
Announcement on June 14: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/06/16/210614.pdf
Announcement on July 15: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/07/19/210715.pdf
Announcement on August 23: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/08/27/210823.pdf
Announcement on September 16: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/09/21/210916.pdf
Announcement on October 21: https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afiedfile/2021/10/25/211021_2.pdf

1. Customers

(1) Gas and electricity fees (Changes from the announcement on October 21 are underlined.)

- ① The payment due date*² for gas and electricity fees based on the meter reading in July 2021 will be postponed for five months. (No change has been made.)
- ② The payment due date*² for gas and electricity fees based on the meter reading in August 2021 will be postponed for five months. (Previously four months' postponement)
- ③ The payment due date*² for gas and electricity fees based on the meter reading in September 2021 will be postponed for four months. (Previously three months' postponement)
- ④ The payment due date*² for gas and electricity fees based on the meter reading in October 2021 will be postponed for three months. (Previously two months' postponement)
- ⑤ The payment due date*² for gas and electricity fees based on the meter reading in November 2021 will be postponed for two months. (Previously one month's postponement)
- ⑥ The payment due date*² for gas and electricity fees based on the meter reading in December 2021 will be postponed for one month.

(2) Customers affected by the measures

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

- ① Customers who have concluded a gas or electricity supply contract with Osaka Gas
- ② Customers who have received loans under the Living and Welfare Fund Loan Program*³ due to the spread 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 spread of the new coronavirus
- ③ Customers who have applied to Osaka Gas (If customers who have already applied for postponement of the payment due date in response to our announcement on October 21 or earlier announcements*¹ wish to extend the postponement period, they need to apply again.)

Note: Customers who apply to extend the postponement 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 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 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 (Changes from the announcement on October 21 are underlined.)

- ① The payment due date^{*2} for gas transportation service fees based on the meter reading in July 2021 will be postponed for five months.
(No change has been made.)
- ② The payment due date^{*2} for gas transportation service fees based on the meter reading in August 2021 will be postponed for five months.
(Previously four months' postponement)
- ③ The payment due date^{*2} for gas transportation service fees based on the meter reading in September 2021 will be postponed for four months.
(Previously three months' postponement)
- ④ The payment due date^{*2} for gas transportation service fees based on the meter reading in October 2021 will be postponed for three months.
(Previously two months' postponement)
- ⑤ The payment due date^{*2} for gas transportation service fees based on the meter reading in November 2021 will be postponed for two months.
(Previously one month's postponement)
- ⑥ The payment due date^{*2} for gas transportation service fees based on the meter reading in December 2021 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 conditions ①, ②, and ③ below submit an application to Osaka Gas.

- ① Customers who live in Osaka Gas's gas service area
- ② Customers who have received loans under the Living and Welfare Fund Loan Program^{*3} due to the spread 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 spread 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.

^{*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 spread 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 spread of the new coronavirus. The councils started to accept applications on March 25, 2020.)