

**For the First Time in the Energy Industry, a Real-Time Digital Human Is Born from Osaka Gas!
Promotion of Online Consultation and New Service Development with Avatars**

September 7, 2022
AVITA, Inc.
Osaka Gas Co., Ltd.

AVITA, Inc., a company engaged in the avatar business (CEO: Hiroshi Ishiguro; hereinafter referred to as “AVITA”), and Osaka Gas Co., Ltd. (Representative Director and President: Masataka Fujiwara; hereinafter referred to as “Osaka Gas”) have jointly developed avatars*¹ that reflect the facial expressions and movements of an operator in real time. From September 8, 2022, we will use avatars to provide online consultations on gas appliances and renovations.

Since August 2021, AVITA and Osaka Gas have entered into a capital and business alliance to develop new services that are close to people’s lives using avatars, and AVITA has been developing their original avatars with Osaka Gas.

There are two types of avatars being developed this time: a “digital human” that looks just like a human being and a “character” that looks like an animation character, both of which can reflect the facial expressions and body movements of an operator in real time and details in the avatar.

In particular, the “digital human” has realized an image as close to a human as possible by carefully modeling the body structure in line with human anatomy, the texture of skin and clothing, and the reflection of light. In addition, the character can be operated only by computers, and the digital human can be operated only by computers and smartphones. Conventionally, expensive equipment such as a motion capture system*² was required to move such a digital human in real time, but this avatar’s best feature is that it can be easily and expressively moved from anywhere with a simple mechanism.

From September 8, 2022, Osaka Gas will use avatars to provide online consultations on gas appliances and renovations. We believe that this will allow customers to use their smartphones and other devices to communicate more easily and enjoyably with avatars operated by specialized showroom advisors, regardless of location, such as their homes.

In the energy industry, there have been no examples of practical use of a digital human that can operate in real time. Therefore, this is an advanced initiative.

In the future, we will also promote the facility guidance of the Daigas Group and the joint development of new services.

The two companies will continue to contribute to enriching the lives of customers through business collaboration related to avatar services.

*1: A tool that enables a variety of social activities and self-expression beyond various constraints, such as appearance, age, body, and distance.

*2: A system that attaches marks called “markers” to the joints that characterize human movements, measures their positions and movements in three dimensions, and converts them into data for recording.

1. Avatars and systems

<Digital Human> <Character>

- Characterized by the ability to express rich facial expressions and movements
- Characterized by easy conversation.



<Digital Human Video> *This video has no sound.

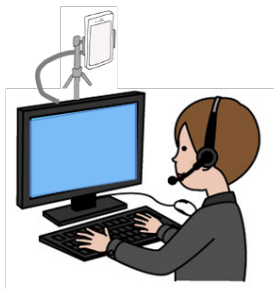


<https://www.youtube.com/watch?v=AA5m10BIHos>

<System configuration of avatar customer service>

- By using smartphones, tablets, personal computers, etc., customers can receive customer service with avatars that reflect the facial expressions and movements of the operator in real time, which leads to a reduction in the psychological burden on customers and allows them to communicate more casually and enjoyably.

Capture the operator's facial expressions and movements with a camera



**Operator
(office, etc.)**

Reflect facial expressions and movements in avatars in real time



**Avatar
(virtual space)**

Communication with avatars via smartphones, etc.



**Customer
(home, etc.)**

<Avatar operation by a professional advisor (image) >



2. Company Profiles

[AVITA]

| | |
|----------------|---|
| Founded | June 2021 |
| Representative | Hiroshi Ishiguro, CEO |
| Location | Shinagawa Ward, Tokyo |
| Main business | Avatar service business |
| Corporate site | https://avita.co.jp/en |
| Service site | https://avita-avacom.com/ |

[Osaka Gas]

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|----------------|--|
| Founded | April 1897 |
| Representative | Masataka Fujiwara, President and Representative Director |
| Location | 4-1-2 Hiranomachi, Chuo-ku, Osaka, Japan |
| Main business | Production and sale of gas; generation and sale of electricity, etc. |