

Osaka Gas Implements Additional Special Measures Related to Gas and Electricity Fees in Response to the Spread of the New Coronavirus (34th Report)

December 23, 2022
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.

*¹ Previous announcement (November 28, 2022): https://www.osakagas.co.jp/en/whatsnew/_icsFiles/afieldfile/2022/12/02/221128.pdf

(1) Gas and electricity fees (Changes from the announcement on November 28 are underlined.)

- ① The payment due date^{*2} for gas and electricity fees based on the meter reading in August 2022 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 September 2022 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 October 2022 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 November 2022 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 December 2022 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 January 2023 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 November 28 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.

Also note that postponement of the payment due date depends on the customer's payment status.

(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.)