

Launch of “DaigasID” Enabling Access to Daigas Group’s Digital Services with a Single ID and Renewal of the “My Osaka Gas” Web Membership App

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Osaka Gas Co., Ltd.

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Osaka Gas Co., Ltd. (President: Masataka Fujiwara, hereinafter “Osaka Gas”) and Osaka Gas Marketing Co., Ltd. (President: Takeshi Morisaki, hereinafter “Osaka Gas Marketing”) will launch the operation of “DaigasID” on May 26, a unified ID system that allows customers to access various digital services offered by both companies using a single ID. In addition, the “My Osaka Gas” web membership app will be revamped to expand its functionality for displaying content tailored to each individual customer and to further enhance operability and convenience.

*Update on May 30, 2025: The renewal of the “My Osaka Gas” app, which was scheduled for May 26, was postponed due to an extension of maintenance work, but the renewal has been completed today.

1. Background of the Launch of “DaigasID” and the Renewal of the “My Osaka Gas” App

The business environment surrounding the Daigas Group is becoming increasingly sophisticated and complex due to energy market liberalization, the shift toward decarbonization, and advances in digital technology. Osaka Gas has been developing products and services to meet the diversifying lifestyles and needs of its customers, including expanding rate plan options, selling energy-related appliances, and offering everyday life services.

To continue evolving as an energy and service company of choice, Osaka Gas believes it is essential to strengthen communication with customers at digital touchpoints and, as a “partner in living spaces and lifestyles,” to provide the right services at the right time in response to both everyday needs and major life events.

As a first step, the company will enhance the customer experience (UX) by introducing “DaigasID” and renewing the “My Osaka Gas” app.

2. About “DaigasID”

Daigas ID is a unified ID*¹ that enables seamless access to a variety of digital services provided by Osaka Gas—such as “My Osaka Gas,” “Sumai LINK,” and “Sumapiko”—with a single account. The introduction of “DaigasID” will allow customers to access multiple services using the same email address and password, eliminating the need to manage separate accounts and enabling more convenient use of the services. The range of services available through “DaigasID” will be gradually expanded.

3. Renewal of the “My Osaka Gas” Web Membership App

Since its launch in July 2009, the online service “My Osaka Gas” has been used by over 1.55 million registered members as of the end of April 2025. Until now, in addition to providing easy access to gas and electricity usage and billing information via the web, the service has been enhanced with a focus on convenient features such as

viewing information on owned gas appliances and completing procedures online. With this renewal, the personalization feature that displays information tailored to each individual customer will be expanded. In addition, two new tabs will be added: the “Useful Tab,” which offers a variety of services and information helpful in daily life, and the “Repair Consultation Tab,” which allows users to easily request support for gas appliance repairs and related inquiries directly from the app.*²

The app will continue to evolve into a comprehensive tool that supports customers in all aspects of daily life — by expanding features that make life more comfortable and convenient and by deepening its integration with Osaka Gas services.

<Main Features of the Renewal>

- **Expansion of the personalization feature that displays information tailored to each individual customer**

Information displayed within the app will be tailored to each customer based on their subscribed products, services, and personal attributes, allowing for more relevant and convenient content delivery.

- **Addition of “Useful Tab” and “Repair Consultation Tab”**

“Useful Tab”: This tab features special offers, coupons, and articles that help address common concerns in daily life.

“Repair Consultation Tab”: This tab allows users to easily request support through the app in case of gas appliance malfunctions or issues related to water fixtures.

The Daigas Group will continue to provide customers with new services and products by leveraging digital and other technologies and advancing digital communication, with the aim of becoming a corporate group that contributes to the further “evolution” of customers’ lives and business activities.

* 1 Current users of “My Osaka Gas,” “Smai LINK,” or “Smapiko” are required to create a new “DaigasID” when accessing these services for the first time after May 26, 2025.

* 2 The renewed app will be available for use after updating it, starting May 26, 2025.

[iOS version] https://oghp.jp/myog/app_d/a.html

[Android version] https://oghp.jp/myog/app_d/g.html