

Incorporation of Disaster-Related Special Measures for Electricity Charges into Electricity Supply Terms and Conditions

July 1, 2026
Osaka Gas Co., Ltd.

Osaka Gas Co., Ltd. (President and CEO: Masataka Fujiwara, hereinafter referred to as “the Company”) will revise its electricity supply terms and conditions,^{*1} effective August 1, 2026, to incorporate special measures concerning electricity charges, etc. for customers affected by disasters, such as earthquakes and typhoons (hereinafter referred to as “Disaster-Related Special Measures”).

Please note that no special action is required from customers regarding this change in the electricity supply terms and conditions.

1. Disaster-Related Special Measures

The Company will revise the electricity supply terms and conditions^{*1} to incorporate provisions regarding Disaster-Related Special Measures.

In areas where the Disaster Relief Act has been applied or in areas affected by severe disasters, the following special measures will be implemented based on customer requests.

(1) One-month extension of the payment deadline for electricity bills

The payment deadlines for electricity bills for each month from one month prior to the disaster date^{*2} to two months after the disaster date will be extended by one month.

(2) Exemption of basic charges, etc. for zero-usage months

If a customer does not use any electricity at all for a continuous period beginning when the customer is affected by a disaster, the basic charges, etc.^{*3} will be exempted for the unused billing period from the month the disaster occurred until the end of the sixth month following that month.^{*4}

(3) Exemption of the amount equivalent to the construction costs and other charges incurred

If a customer applies for an electricity contract at the same location after their contract has been terminated due to a continuous lack of electricity use since the time of damage caused by a disaster, the amount equivalent to the construction costs and other charges incurred will be exempted in accordance with the terms and conditions of the transmission and distribution services.

(4) Exemption of the amount equivalent to the basic charges for electrical equipment, etc. that have become unusable due to a disaster^{*5}

If a customer's electrical equipment has become temporarily unusable due to a disaster, the amount equivalent to the basic charges for the unusable equipment will be exempted until the end of the sixth month following the month in which the disaster occurred.

- *1: Including the electricity supply provisions, the supplementary articles to the electricity supply provisions, and the electricity supply conditions
- *2: This applies only to payments due on or after the disaster date.
- *3: This refers to the basic charge, minimum charge, and the following items applied to the minimum charge: fuel cost adjustment price, remote island universal service adjustment price, and renewable energy power promotion surcharge.
- *4: For special high-voltage or a high-voltage customers who do not use any electricity at all from the time they are affected by a disaster, the basic charges, etc. will be discounted by 4% for each day with 0 kWh of electricity use from the month the disaster occurred until the end of the sixth month following that month.
- *5: Limited to low-voltage customers

2. Effective Date

The revised electricity supply provisions will become effective on August 1, 2026.

You can review the [revised terms and conditions](#) here.

In the event of a disaster, the Company will inform you of the affected areas and application procedures by posting them on its website.

Please note that if the Company deems it necessary, you may be required to submit a disaster damage certificate at the time of application.

3. Inquiries

Customer Center, Osaka Gas Co., Ltd.

0120-0-94817 (Hours: 9 a.m.–7 p.m. (Mon.–Sat.); 9 a.m.–5 p.m. (Sun. and national holidays))

(Please note that no special action is required from customers regarding this change in the electricity supply terms and conditions.)

* While the Company will incorporate Disaster-Related Special Measures into its electricity supply terms and conditions, it will continue to post information on its website regarding the implementation of special measures for customers in areas where the Disaster Relief Act has been applied due to disasters, such as heavy rain and earthquakes, including details of the measures and the areas covered.