

Osaka Gas Co., Ltd.

Changes in Our Operations due to the Japanese Government's State of Emergency Declaration in the COVID-19 Pandemic (Request for Cooperation)

Dear Customers:

Thank you for using our services.

We would like to inform you of changes in our operations due to the Japanese government's state of emergency declaration in the COVID-19 pandemic and request your cooperation concerning those changes. We also would like to inform you of our measures concerning our service staff's visits to customers' homes.

We apologize for the inconvenience and would appreciate your understanding and cooperation.

1. Possibility of delayed visit and schedule changes

Our staff, including the staff of our partner companies,^{*1} who are scheduled to visit your home for service operations^{*2} may have to delay their scheduled visit for a certain length of time or may request that the time of the scheduled visit be changed.

*1: Daigas Group companies, companies in the Osaka Gas service chain, gas works companies, etc.

*2: Starting or stopping gas service (opening or closing gas valves), repairing gas equipment, inspecting gas equipment, installing house gas pipes, disconnecting gas service pipes from gas supply pipes beneath roads, replacing gas meters, reading gas meters, etc.

2. Call center (customer service center) operations

Our customer service center has adopted measures to prevent operators from becoming infected, including staggering their working hours, limiting the number of operators at work at a time to widen distances between their seats, and shortening business hours in some sections. These measures have caused difficulty for some customers in getting through to the customer service center.

Some procedures^{*3} can be conducted on the Internet, so we request that you use online procedures as much as possible.

*3: Receiving gas or electricity bills, changing the payment method or charge plan, changing the user name, entering into or switching a gas or electricity contract, paying bills or submitting various applications to our bill collection window, etc.

3. Our measures concerning our service staff's visits to customers' homes

Before our staff visit your home for service operations that require a certain amount of time,^{*4} we will make contact with you for approval. In addition, our commissioned service staff will visit your home with measures to prevent the spread of infections appropriately taken.

Our partner companies commissioned with our service operations have implemented strong measures to prevent the spread of infections, including measuring their staff's body temperature when they arrive at the company to appropriately manage their health and having them gargle and wash their hands frequently.

*4: Operations that are conducted at each customer's home and require a certain amount of time:

① Gas equipment inspection

Inspection conducted every four years in compliance with applicable laws and ordinances to check gas equipment for leakage and gas water heaters for ventilation defects

② Gas meter reading

Reading the gas meter installed at the site of each customer's home

③ Gas pipe maintenance

Inspecting and maintaining gas pipes, etc. to ensure the safety and security of customers' gas use, and replacing gas meters in compliance with applicable laws and ordinances

④ Gas valve opening or closure

Inspecting gas equipment and opening the gas meter valve when gas service is started, or closing the gas meter valve when gas service is stopped, in compliance with applicable laws and ordinances

⑤ Gas equipment installation, repair and inspection

⑥ Emergency maintenance operations

Inspecting, surveying or repairing gas equipment in response to customers' reports on gas leakage, and other operations

[List of inquiries]

- Osaka Gas Customer Service Center (inquiries on gas valve opening or closure, gas equipment repairs, gas or electricity billing, changes in the payment method, charge plan or user name, etc.)

Toll-Free number: 0120-0-94817 (Mon–Sat: 9:00 to 19: 00; Sun. and holidays: 9:00 to 17: 00)

- Osaka Gas Good Life Call (inquiries on entry into or switch of a gas or electricity contract, gas equipment purchases, etc.)

Toll-Free number: 0120-000-555 (Mon–Sat: 9:00 to 19: 00; Sun. and holidays: 9:00 to 17: 00)

* The business hours have been shortened.

- Inquiries on house gas pipe installation, disconnection of gas service pipes from gas supply pipes beneath roads, gas meter replacement, , gas meter reading, etc.

Toll-Free number: 0120-544-209 (Mon–Sat: 9:00 to 19: 00; Sun. and holidays: 9:00 to 17: 00)

- Inquiries on gas equipment inspection

Toll-Free number: 0120-099-209 (Mon–Sat: 9:00 to 19: 00; Sun. and holidays: 9:00 to 17: 00)