

Explanation of Important Matters for the “Electricity Supply and Demand Agreement”

Please confirm this explanation along with the content stated in the “Electricity Supply and Demand Agreement” before you conclude the agreement.

About handling of personal information

- The customer’s personal information that is obtained through agreement procedures will be handled according to the Company’s privacy policy and will be jointly used, within the scope that is necessary for procedures, with the electricity retailer, the electricity transmission and distribution utility or electricity distribution utility (hereinafter referred to as the “Electricity Transmission and Distribution Utility, etc.”), the party to the Electricity Demand Suppression Agreement, and the Organization for Cross-regional Coordination of Transmission Operators (OCCTO).

About the application for the agreement

- If you would like to conclude an Electricity Supply and Demand Agreement with the Company, you may apply directly to the Company or its designated supplier, or you may apply through telephone, the Internet, or other means.
- In a case in which it is unavoidable because of the situation of electricity supply and demand, the situation of supply equipment, the situation of payment of fees (including cases in which, for fees for another agreement with the Company, payment has not been made even though the payment due date has passed, including situations that have already been eliminated), or another reason, or a case in which the Company judges that the application is not appropriate, the Company may be unable to accept the application.
- If you change the party from which electricity is purchased for the same service location from another electricity retailer to the Company, the Company will, on your behalf, conduct notification of agreement cancellation to the electricity retailer with which an agreement is currently concluded.

About agreement content

- The details of the agreement content shall be according to the Company’s Terms and Conditions for Electricity Supply.
- For the issuance of documents before agreement conclusion and after agreement conclusion that is stipulated in the Electricity Business Act, the Company will provide the information, excluding the matters for which notification is given in a document, by a method of posting the Explanation of Important Matters for the “Electricity Supply and Demand Agreement” and the Terms and Conditions for Electricity Supply on the Company’s website, instead of document issuance.
- The Company may change the Terms and Conditions for Electricity Supply. In such a case, in principle the supply conditions related to electricity fees will be according to the changed Terms and Conditions for Electricity Supply beginning on the meter reading date immediately after the change, and other supply conditions will be according to the changed Terms and Conditions for Electricity Supply beginning on the date when the change is made. If you object to the changed Terms and Conditions for Electricity Supply, you can cancel the agreement.
- When the Company changes the content of the Terms and Conditions for Electricity supply or the Supply and Demand Agreement, it will publicly announce the content by a method of posting the changed Terms and Conditions for Electricity Supply on the Company’s website or another method that the Company judges to be appropriate.
- If the content of the Terms and Conditions for Electricity Supply or the Supply and Demand Agreement is changed, excluding the cases stipulated below, for the explanation of supply conditions and issuance of documents based on Article 2-13 of the Electricity Business Act, of the matters that require explanation it shall be sufficient to use a method of issuance of documents, disclosure on the Internet, or sending e-mail or another method that the Company judges to be appropriate to explain and state only the matters for which the relevant change is intended. In addition, for issuance of documents based on Article 2-14 of the Electricity Business Act, it shall be sufficient to use a method of issuance of documents, disclosure on the Internet, or sending e-mail or another method that the Company judges to be appropriate to state only the Company’s name and address, the agreement date, the matters for which the relevant change is intended, and the supply point identification number.
- For the content of the Terms and Conditions for Electricity Supply or the Supply and Demand Agreement, if there is an intention to make a change that is a mere formality and that is naturally necessary in association with establishment, revision, or abolition of a law or regulation or another change that does not involve a substantial change of the Supply and Demand Agreement, for the explanation of supply conditions based on Article 2-13 of the Electricity Business Act it shall be sufficient to explain, of the matters that require explanation, only an overview of the matters for which the relevant change is intended, without issuing documents. In addition, issuance of documents based on Article 2-14 of the Electricity Business Act shall not be conducted.

About the time of starting supply

- **After conclusion of the Electricity Supply and Demand Agreement, at the time of conclusion of the Company's required procedures, such as cancellation of the agreement with the electricity retailer with which an agreement is currently concluded and conclusion of a wheeling service agreement with the Electricity Transmission and Distribution Utility, etc., the Company will give notification again of the planned date of starting supply. The planned date of starting supply in a case of switching from another company will be two to three weeks after application if a smart meter is already installed and two weeks to one-and-a-half months after application if a smart meter is not currently installed.**

Provided, however, that there may be cases in which, due to procedure circumstances, information about the planned date of starting supply is given after the start of supply or cases in which the notified planned date of starting supply is changed. Thank you for your understanding in advance.

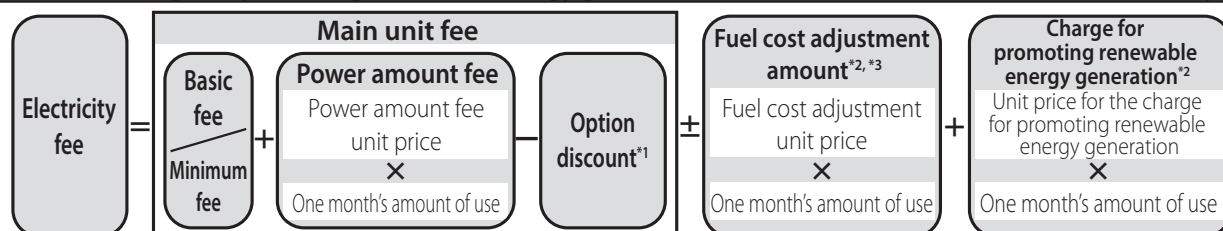
- If a smart meter is not currently installed, the Electricity Transmission and Distribution Utility, etc. will install a smart meter.
- **If you cancel the application before the planned date of starting supply, it will be necessary to notify the Company of that fact by two business days before the planned date of starting supply.**

About the application conditions for the fee menu and option discounts

- The fee menu and option discounts will be applied if the application conditions based on the application made by you are fulfilled.
- When the application is made, the Company will confirm the state of possession of the subject equipment and other matters. You are to consent to the fact that, if required by the Company, you are to cooperate with confirmation of the actual state of possession of the subject equipment, etc.
- If the application conditions for the fee menu or option discounts stop being fulfilled because of removal of the subject equipment or cancellation of the gas use agreement concluded with the Company, you are to promptly notify the Company of that fact. In such a case, application of the fee menu or option discounts will be until the date before the meter reading date immediately after the Company receives notification.
- If electricity is used without fulfilling the application conditions for the fee menu or option discounts, the Company will settle the difference between the amount that should originally have been paid based on the Terms and Conditions for Electricity Supply and the amount for which payment as fees was already received.

About fees

- **In the electricity fee, the fuel cost adjustment amount and the remote island universal service adjustment amount (limited to areas where it is applied) will be adjusted every month. In addition, as a portion of the electricity fee, the Company will have you bear a charge for promoting renewable energy generation, in accordance with the amount of electricity you use.**



*1: A case of a fee menu that has option discounts

*2: For the minimum fee portion, the Company will charge a fuel cost adjustment amount and a charge for promoting renewable energy generation that are applied to the minimum fee.

*3: In an area where it is applied, the Company will also adjust the remote island universal service adjustment amount.

- **When fuel costs are high, or depending on your electricity use situation, fees may be higher than the fees thus far.**
- The fee simulation result will be an estimated value based on your actual record of electricity use. The fee simulation result and the actual electricity fee will differ because of reasons such as the fuel cost adjustment amount and changes of the amount of use of electricity due to changes of the use situation or climate.

About the fee calculation method and payment

- **The Electricity Transmission and Distribution Utility, etc. will conduct meter reading and calculation of the amount of use, based on the Terms and Conditions for Wheeling Service. The Company will receive the result of that calculation and then calculate the electricity fee based on the stipulations of the Terms and Conditions for Electricity Supply.**
- The fee calculation period will be the period from the previous month's meter reading date until the previous day of the current month's meter reading date. Provided, however, that the fee calculation period in a case in which supply of electricity started or the Supply and Demand Agreement was eliminated will be the period from the date of starting until the date before the immediately following meter reading date or the period from the immediately preceding meter reading date until the date before the date of elimination.
- In a case in which supply of electricity started or the Supply and Demand Agreement was eliminated, if the fee calculation period became 29 days or less or 36 days or more, or if the period from the previous month's meter reading date until the date before the current month's meter reading date became 24 days or less or 36 days or more, the fee for the relevant fee calculation period will be calculated by using calculation on a daily basis. In such a case, the basic fee or the minimum fee will be calculated on a daily basis in accordance with the number of days of use and based on the prescribed calculation formula, and for the power amount fee for a stage system, the scope of each stage will be classified and calculated by using calculation on a daily basis. Provided, however, that cases in which the number of days of the fee calculation period becomes 36 days or more because of the Company's circumstances are excluded.
- Notification of the amount of electricity used and the electricity fee will be made on the Company's members-only website "My Osaka Gas." A customer that has concluded an electricity agreement with the Company is to join My Osaka Gas. For use of My Osaka Gas, please confirm the "Terms of Use for My Osaka Gas."
- **A customer that has concluded an agreement for the Company's gas is to pay the electricity fee together with the following month's gas fee by using the same method as when the gas fee is paid. In such a case, notification of the electricity fee will also be made in the "Notification of Amount of Use" that is given to the customer at the following month's gas meter reading time. Provided, however, that there may be cases in which, depending on the schedule for the electricity meter reading date and the gas meter reading date, it is not possible to give notification in the "Notification of Amount of Use" or cases in which it is not possible to charge the electricity fee together with the following month's gas fee. In addition, depending on the content of the customer's agreement, there may be cases in which it is not possible to give notification in the "Notification of Amount of Use."**
For a customer that has not concluded an agreement for the Company's gas, the fee will be charged after notification of the fee is given by My Osaka Gas.
- **The electricity fee is to be paid each month by the payment due date and by the method (account transfer, credit card payment, or a method designated by the Company) stipulated in the Company's Terms and Conditions for Electricity. The payment due date will be the 30th date after the date after the payment obligation date that is stipulated in the Terms and Conditions for Electricity Supply.**
- **If a fee is not paid even though the payment due date passed, late payment interest based on the stipulations of the Terms and Conditions for Electricity Supply will be charged.**
- **When the customer falls under a certain reason that the Company stipulates in the Terms and Conditions for Electricity Supply, such as when there is no payment of a fee (including fees for other agreements concluded with the Company), late payment interest, or other debt that arose based on the Terms and Conditions for Electricity Supply even though the payment due date passed, the Company will give notification approximately 15 days in advance and then may cancel the agreement. When an invoice is sent before cancellation of an electricity agreement, the Company will charge that customer JPY 330 (tax included) as an administrative fee for issuing and sending the invoice.**

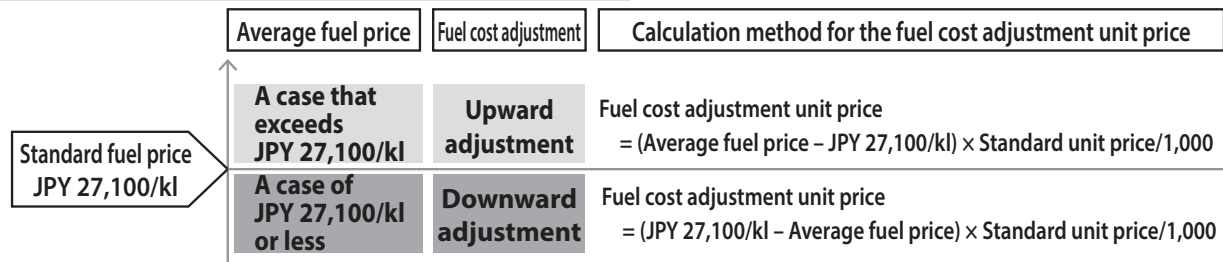
About fuel cost adjustment

- Changes of crude oil, LNG, and coal prices will be reflected on each month's electricity fee by conducting fuel cost adjustment.
- The fuel cost adjustment unit price that is applied each month will be calculated based on a three-month period of the Ministry of Finance's trade statistics values and then reflected on the electricity fee two months later.

Examples of the timing of reflection on the fee

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Trade statistics values for January through March					Electricity fee for June			
	Trade statistics values for February through April					Electricity fee for July		
		Trade statistics values for March through May					Electricity fee for August	

- For the fuel cost adjustment unit price that is used for calculation of the fuel cost adjustment amount, if a difference arises between the standard fuel price (in the case of the Kansai area, JPY 27,100/kl) and the average fuel price, calculation will be conducted as stated below, based on that difference amount.



- In a case of the Kansai area, the average fuel price will be calculated as stated below, based on the Ministry of Finance's trade statistics.

Average fuel price = $A \times \alpha + B \times \beta + C \times \gamma$ (Amounts of less than JPY 100 will be rounded off.)

A: The average crude oil price per 1 kl in the average fuel price calculation period	α : 0.0140
B: The average LNG price per 1t in the average fuel price calculation period	β : 0.3483
C: The average coal price per 1t in the average fuel price calculation period	γ : 0.7227

- In a case of the Kansai area, the standard unit price will be as stated below.

Classification		Standard unit price
Menu for which a minimum fee is applied	Up to the first 15kWh	2.475 yen
	Per 1kWh that exceeds 15kWh	0.165 yen
Menu other than that stated above	Per 1kWh	0.165 yen

- Notification of the fuel cost adjustment unit price that is applied each month will be made on the Company's website at the end of the month two months before application. For the most recent changes of the fuel cost adjustment unit price and average fuel price, please check the Company's website.
- For the calculation method of the standard fuel price and average fuel price, the standard unit price, and the fuel cost adjustment unit price for a place other than the Kansai area, please check the Company's website.



About market price adjustment

- In relation to some fee menus such as MY Chikuden Plan + (Plus), the market price adjustment unit price that is calculated as stated below based on the spot market price of Japan Electric Power Exchange (JEPX) in some periods will be applied when it is less than the standard unit price stipulated in each fee menu (limited to menus for which the market price adjustment unit price is applied), and it will be reflected on each month's electricity fee.

Calculation method for the market price adjustment unit price

Market price adjustment unit price =

Average market price* \times Statutory tax rate (1.1) / Loss rate (0.93) + Wheeling fee (JPY 15.61) - Fuel cost adjustment unit price

* The average value in the time period classification (defined for each fee menu) for the spot market price in each average market price calculation period

About judgment of each month's applied fee

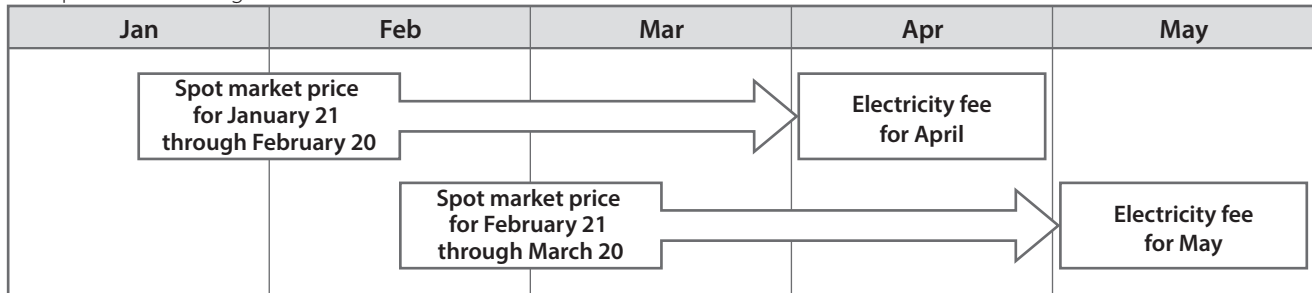
If the standard unit price is greater than the market price adjustment unit price, the market price adjustment unit price will be applied.

If the standard unit price is less than the market price adjustment unit price, the standard unit price will be applied.

- The market price adjustment unit price that is applied each month will be calculated based on the average of a one-month-period's spot market price, and it will be reflected on the electricity fee two months later*.

* In a fee menu for which the market price adjustment unit price is applied, in principle it will be reflected on the electricity fee by using the meter reading date unit. Provided, however, that for MY Chikuden Plan + (Plus), it will be reflected on the electricity fee by using a monthly unit (ex: the spot market price from January 21 through February 20 will be reflected on the electricity fee from April 1 through April 30).

Examples of the timing of reflection on the fee



- Notification of the market price adjustment unit price that is applied each month will be made on the Company's website at the end of the month two months before application. For the most recent market price adjustment unit price, please check the Company's website.

<https://home.osakagas.co.jp/electricity/price/marketlinked.html>

About the agreement period, agreement changes, and cancellation

- Excluding cases in which there are other stipulations in the fee menu or option discounts for which an agreement has been concluded, the agreement period will be from the date when the Supply and Demand Agreement is established until the date when the first year has passed after the date of starting supply and demand.
- **If you change the party from which electricity is purchased for the same service location from the Company to another electricity retailer, you are to make an application for an agreement to the new electricity retailer (it is not necessary to notify the Company about agreement cancellation).**
- **If you would like to request a change or cancellation of your agreement, please contact Osaka Gas Good Life Call. If agreement cancellation is conducted because of changing residences, it is necessary to notify the Company by 15:00 on the date before the desired date of agreement cancellation.**
- If there is no cancellation or change of the Supply and Demand Agreement before expiration of the agreement period, the agreement will be automatically renewed under the same conditions and for the same period even after expiration of the agreement period. Notification of the agreement period and related details after renewal will be provided by a method deemed appropriate by the Company, such as via documents, e-mail, or online disclosure.
- **For an agreement that stipulates a cancellation fee, a cancellation fee will be charged for an agreement change or cancellation outside the Company's designated period. Notification of arrival of the aforementioned period will be made by a method that the Company judges to be appropriate, such as a document, e-mail, or disclosure on the Internet.**
- When you fall into a situation of having no agreement in a case in which the agreement is cancelled due to cooling off or a case in which the Company cancels the agreement, the Company will stop supply of electricity, and therefore it is necessary for you to make an application to another electricity retailer or make an application for final guaranteed supply by the Electricity Transmission and Distribution Utility, etc.
- In a case in which it becomes clear that you have moved from the service location without notifying the Company and is not using electricity or a case in which safety-related danger has arisen because of a reason attributable to you, the Company may cancel the Supply and Demand Agreement.

About agreement renewal (in a case of an agreement that stipulates a cancellation fee)

- **Notification of the fact that the agreement will expire will be given approximately one month before expiration of the agreement period.**
- **If you would like to request a change or cancellation of the agreement, please call the designated contact number by the deadline specified by the Company.**
- **If you will switch to another company, please make an application to the new electricity retailer (notification to the Company is unnecessary). If the switch to the new agreement party is completed by one month after the agreement expiration date, a cancellation fee will not arise.**

* If notification of agreement cancellation or change is not made by the date designated by the Company, or if procedures for switching to another company are not completed by the agreement expiration date, the agreement will be renewed, with the same content as before, on the agreement expiration date.

Other matters

- In accordance with the stipulations of the Terms and Conditions for Wheeling Service, the supply electricity method and the supply voltage will be an AC single phase two-wire system with standard voltage of 100 volts or an AC single phase three-wire system with standard voltage of 100 volts or 200 volts in the case of an electric light agreement, and will be an AC three-phase three-wire system with standard voltage of 200 volts in the case of a motive power agreement, and the frequency will be a standard frequency of 50 hertz or 60 hertz.
- If the Supply and Demand Agreement is concluded with the Company because of a change of the retailer at the service location, in principle the values at the time when the Supply and Demand Agreement with the relevant electricity retailer ends will be used for the agreement capacity and the agreement power, which will also be stipulated in accordance with the stipulations of the Terms and Conditions for Electricity Supply.
- The agreement current will be either 10 amperes, 15 amperes, 20 amperes, 30 amperes, 40 amperes, 50 amperes, or 60 amperes. If you have a preference for the agreement current, please make a request to Osaka Gas Good Life Call. Provided, however, that in a case in which a demand agreement with the Company is concluded because of a change of the electricity retailer at the service location, if there is no notification from the customer, in principle it will be the value of the agreement current at the time when the demand agreement with that electricity retailer ends. In addition, for the agreement current in a case in which electricity supply and demand will be newly started because of a reason such as relocation (moving in), if there is no notification from the customer, in principle it will be the value of the maximum current that can be used in the equipment installed by the Electricity Transmission and Distribution Utility, etc. at the relevant service location at the time of application to the Company. If the value of the maximum current that can be used in the equipment installed by the Electricity Transmission and Distribution Utility, etc. at the relevant service location has not been set at the time of application to the Company, it will be 40 amperes.
- When you newly establish electricity distribution equipment or supply equipment in a case of newly using electricity, or if supply equipment is changed based on a request by you and without involving new use of electricity, the Company will follow the Terms and Conditions for Wheeling Service to charge you, as a contribution for construction costs, for the amount that the Company should pay the Electricity Transmission and Distribution Utility, etc.
- Supply of electricity may be terminated or restricted because of instructions by the Electricity Transmission and Distribution Utility, etc. or the occurrence of a disaster.
If supply of electricity is thereby terminated or restricted due to no fault of the Company, the Company shall not bear liability for damage compensation.
- If medical equipment such as an artificial respirator is being used at home and there is a possibility of receiving damage due to a power outage, we ask the customer to take the necessary measures such as preparation of an alternative power source.
- When the Company or the Electricity Transmission and Distribution Utility, etc. judges that it is necessary, it will obtain your consent and then a staff member will enter your place of use. In such a case, you are to consent to entry, unless there is a valid reason. You are also to consent to establishment of the equipment that is necessary for electricity supply, the necessary cooperation in relation to maintenance of power quality, and other matters that you should comply with under the Terms and Conditions for Wheeling Service.
- Disadvantages, such as generation of a cancellation fee or invalidation of points, may arise to you because of cancelling the agreement with the electricity retailer with which an agreement is currently concluded. In addition, if the electricity retailer is changed during a grid connection application for a distributed power generation system, there is a possibility that you need to make another application for a grid connection.

This document is a translation of the Japanese-language version of the Explanation of Important Matters. In the event of any inconsistency or discrepancy between the Japanese version and this translation, the Japanese version shall take precedence.

About cooling off (withdrawal of an application or cancellation of the agreement)

1. If the application (or the agreement) was made through the door-to-door sales or telemarketing sales referred to in the Act on Specified Commercial Transactions (hereinafter referred to as the "Act"), during an eight-day period that includes the date of receiving this document (if a document that states the application content stipulated in the Act is received before this document, the date when that document is received) you can use a document or an electromagnetic record to conduct withdrawal of the application (if it is after establishment of the agreement, cancellation of that agreement), and the validity of that withdrawal or cancellation will arise at the time when the document or electromagnetic record is sent.
2. Irrespective of the matters stated in 1 above, if you misunderstood the fact because the Company or an agency of the Company told you something that was not true about a matter related to withdrawal of the application or cancellation of the agreement or were confused because of being intimidated by the Company or an agency of the Company and did not withdraw the application or cancel the agreement because of that untrue information or confusion, you can receive the document stipulated in the Act for the purpose of elimination of hindrance to cooling off and, during an eight-day period that includes the date of receiving an explanation about the content of that document, you can use a document or an electromagnetic record to conduct withdrawal of the application (if it is after establishment of the agreement, cancellation of that agreement), and the validity of that withdrawal or cancellation will arise at the time when the document or electromagnetic record is sent.
3. In a case in which the withdrawal of the application or cancellation of the agreement of 1 or 2 above has been conducted, you will not bear damage compensation or a penalty for breach, and even if services have already been provided, the Company will not charge fees or other monetary payment.
When fees have already been paid, the Company will promptly return their entire amount.
4. In a case in which the withdrawal of the application or cancellation of the agreement of 1 or 2 above has been conducted, when the current situation of your land, building, or another workpiece was changed in association with provision of services for this agreement, the Company will implement the measures that are necessary for restoration to the original situation, free of charge and based on a request by you.

About handling of customer information

Purposes of use of customer information

The Company will use the opportunity of acceptance of an application for gas or electricity in relation to your use of various types of energy such as gas, electricity, or heat to obtain, directly or through a party to which work is consigned, your personal information (your name, address, and telephone number, etc.), and it will use that information for the purposes below.

- (1) Energy supply and popularization, and expansion of energy supply
- (2) Construction of energy supply equipment
- (3) Safety activities such as repair, replacement, and inspection of energy supply equipment and consumption devices (kitchen, hot water supply, air conditioning, etc.)
- (4) Provision of services related to energy supply business, such as automatic notification of leaks and fires and remote shutoff of supply
- (5) Sales (including leases and rental), installation, repair, inspection, product development, and after-sales services for housing equipment and equipment such as energy-consuming equipment and alarms
- (6) Provision of telecommunications services and related services
- (7) Provision and introduction, through digital platforms, of products and services related to daily life
- (8) Investigation, data accumulation and analysis, and research and development for services and products related to each of the types of business stated above
- (9) Notifications and public relations for products and services of the Company and Daigas group companies
- (10) Implementation of other work that is incidental or related to (1) through (9) above

In order to smoothly proceed with the work stated above, the Company may consign some part of our works to financial institutions, credit card companies, convenience stores, debt collection companies, information processing companies, cooperating companies (service shops, construction companies, etc.), and Daigas group companies. If that consignment is conducted, the Company may provide customer information, within the necessary scope, to those parties to which work is consigned. In such a case, the Company will conduct appropriate supervision, such as concluding an agreement related to handling with the parties to which work is consigned.

About joint use at the time of an electricity agreement

The Company will follow the Company's privacy policy to handle your personal information that is obtained through procedures for an electricity agreement, and this information will be shared with the electricity retailer, electricity transmission and distribution utilities, parties to electricity and demand suppression agreements, and the Organization for Cross-regional Coordination of Transmission Operators, within the scope that is necessary for procedures.

About joint use at the time of a gas agreement

The Company will follow the Company's privacy policy to handle your personal information that is obtained through procedures for a gas agreement, and this information will be shared with the gas retailer and the general gas pipeline service provider, within the scope that is necessary for procedures.

For details related to handling of customer information, please check the Company's privacy policy.