

Disclosure of Incidents That Affected Our Stakeholders

■ Important Notices in FY2017

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In fiscal 2017, the Tokyo Gas Group issued 19 press releases concerning issues that raised concern among our customers or society at large. These are published on the Tokyo Gas website but Japanese only.

Category	Press Release Subject	Number of Cases	Actions Taken by the Tokyo Gas Group
Defects and other problems with equipment sold under the Tokyo Gas brand	Fire accidents caused by bathroom heater dryers	1	In response to incidents involving bathroom heater dryers made by Rinnai Corporation, we notified the affected customers, set up a toll-free number and are in the process of visiting customers to conduct inspections and replace parts.
Defects and other problems with gas appliances	Illicit operations during voluntary replacement work for gas cocks with air vent ports	4	We visited the homes of affected customers, confirmed the safety of the product, provided information and set up a toll-free number. Under instructions from the Ministry of Economy, Trade and Industry, we reported the results of our investigation, the causes of the incident and preventive measures. We have subsequently resumed replacement work for gas cocks with air vent ports. Tokyo Gas is aware of the gravity of the incidents and the guidance received from the ministry, and we will strengthen cooperation with subcontractors to prevent a recurrence.
Loss of customer information	Loss and leakage of customer information	5	From the standpoint of preventing secondary damage, we promptly contacted all affected customers individually to explain the situation and offer our apologies. Tokyo Gas considers protecting customer information to be an issue of utmost importance and is aware of the gravity of the incident. We are cooperating with the department involved, subcontractors and partner companies to prevent a recurrence.
	Leakage of customer information and illicit use of loyalty points due to unauthorized access to the web inquiry service	2	We temporarily suspended customer accounts that were suspected to have been breached and promptly contacted all affected customers to personally explain the situation and offer our apologies. We also submitted a report to the Tokyo Metropolitan Police Department and Ministry of Economy, Trade and Industry. Tokyo Gas considers protecting customer information and assets to be an issue of utmost importance. We are aware of the gravity of the incident and are doing our best to prevent a recurrence.

	Inappropriate provision of customer information to gas retailers and transmission service operators	1	We requested gas retailers and transmission service operators to delete customer information that had been inappropriately made available to them and redefined the content of the information we provide to gas retailers and transmission service operators. Tokyo Gas considers protecting customer information to be an issue of utmost importance. We are aware of the gravity of the incident and are working to prevent a recurrence.
Gas and electricity charges	Omissions in billings and notifications in the residential monitoring service	1	We contacted all affected customers to personally explain the situation and offer our apologies. With regard to customers to whom bills were not sent, we charged a combined amount in the bill for the following month. We will implement preventive measures to ensure that incidents such as this will not be repeated.
	Overcharging on gas/water space heating fees and refunds in the spot heat supply business	1	We explained the situation and offered our apologies to affected customers, and we refunded the overcharged amount. We will implement preventive measures to ensure that incidents such as this will not be repeated.
Soil contamination	Results of the soil survey at the Toyosu site (Area 4-1B) and future action	1	Given the results of the certification survey, Tokyo Gas will take appropriate action in accordance with the Soil Contamination Countermeasures Act and Tokyo metropolitan ordinances when conducting construction work involving future excavation at the site.
Others	Omissions in communication settings for remote monitoring in the "G-Link" 24-hour remote monitoring service for gas heat pumps (GHPs)	1	We explained the situation and offered our apologies personally to each affected customer and promptly worked on the communication settings and compensated customers for the period during which we could not provide the remote monitoring service. We will implement preventive measures to ensure that incidents such as this will not be repeated.
	Omissions in explanation of cuts in Nuclear Site Location Benefits	1	We explained the situation and offered our apologies to affected customers, and we provided compensated for the reduced benefit amount. We also provided a renewed explanation of the benefit system. We will implement preventive measures to ensure that incidents such as this will not be repeated.
	Misrepresentation in flyers for the gas exhibition	1	In response to an administrative order issued by the Consumer Affairs Agency, we have implemented preventive measures, including employee training and enforcement of compliance with the Act against Unjustifiable Premiums and Misleading Representations, and have submitted a report to the Consumer Affairs Agency. We will implement preventive measures by raising understanding of premiums and representation among employees to ensure that incidents such as this will not be repeated.