

Commencement of home security services

Tokyo Gas Co., Ltd.

Tokyo Gas Co., Ltd. (head office: Minato Ward, Tokyo; President: Norio Ichino; hereinafter referred to as "Tokyo Gas") has formed a partnership with Sohgo Security Services Co., Ltd. (head office: Minato Ward, Tokyo; President: Atsushi Murai; hereinafter referred to as "ALSOK"), and is going to commence trial sales of home security services in April of this year. Regular services are scheduled to commence in September.

1. Background of the service commencement

In Frontier 2007, our current Group-level medium-term management plan running from fiscal 2003 to 2007, we at Tokyo Gas have posted the target of reform through a shift from a business model centered around supply of gas alone to one for provision of total value in packages of energy, appliances, and services. In keeping with this goal, we intend to develop and commercialize a variety of new services in the residential sector as well. We began business in non-life insurance as a part of this program in January last year, and have decided to follow this with the launch of business in home security as a new service, as outlined below.

2. Service outline

Type of contract	Unit-specific contract for housing already standing
Type of sale	Sales etc. commissioned to Enesta companies*
Scheduled time of sales commencement	April 2004 (trial sales), September 2004 (regular sales)
	Monthly service fees: Starting at ¥1,900 per unit (tax-included; emergency notification service) - Customers must also pay a separate first-time fee of ¥35,000 per unit (tax-included).
Service assortment	<p>Gas safety service This service enables customers outside the home to confirm whether or not the gas has been turned off through mobile phones and other means, and to intercept the supply if it has not.</p> <p>Key safety service This service enables customers outside the home to confirm whether or not doors have been locked through mobile phones and other means, and to lock them if they have not.</p> <p>Fire and gas leakage response service ALSOK security personnel rush to the scene when fire alarms detect the outbreak of fires. Tokyo Gas emergency safety personnel immediately rush to the scene when the gas leakage alarms detect gas leakage.</p> <p>Trespassing detection service ALSOK security personnel, the crime prevention experts, immediately rush to the scene when trespassing (unauthorized entry) is detected by magnetic and human sensors.</p> <p>Emergency alarm service ALSOK security personnel immediately rush to the scene when a button is pushed to inform them of an emergency.</p>
Service area (September 2004)	Customers contracting with Tokyo Gas in the Tokyo Gas service area (excluding the service areas of the following branches: Hitachi, Joso, Gunma, Utsunomiya, Kumagaya, Kofu, and Nagano)

* Enesta is the Tokyo Gas service network. Besides engaging in work related to the commencement and termination of gas supply and repair of gas appliances, it is the channel for sale, installation, and construction of gas appliances as well as remodeling of gas supply facilities. It also acts as a window where customers can freely consult with personnel about services in all areas. It has a membership of 105 companies and 246 offices.

3. Service features

- (1) **As respective experts in prevention of disasters and crime, Tokyo Gas and ALSOK will protect customer homes around the clock, 365 days a year.**

Customers can be assured that personnel will immediately rush to the scene from Tokyo Gas in the event of gas leaks and from ALSOK in the event of crime and other emergencies.

- (2) **Services can be freely designed by customers themselves, for fees starting at 1,900 yen per month.**

Customers will be able to choose the services that are just right for them in respects such as the layout and size of their homes and the size of their families.

- (3) **The assortment includes gas safety and key safety services that only Tokyo Gas could offer.**

Customers will be able to turn off gas, lock doors, and set security modes, all from outside the home, through mobile phones and other means.

4. Steps in business development

- (1) Trial sales

- The full-scale provision of home security services for residential customers is a new challenge for the Tokyo Gas Group. For this reason, we intend to begin with trial sales by a few Enesta companies engaged in sales work.

- We are making preparations for the start of trial sales in April 2004.

- (2) Regular sales

We hope to launch regular sales of the services in September 2004 by drawing on the experience and know-how obtained through the trial sales, and upon studies of ways to extend the provision to all customers in our entire service area as early as possible.

We at Tokyo Gas are doing our utmost to continue being preferred by our customers while furnishing them with safety and peace of mind through our home security services and making the most of the reputation we have thus far built up for safety, peace of mind, and dependability among our customers.