

December 24, 2010

**Reorganization of Customer Service Order in Wide-Area Regions
Dissolution of Consolidated Subsidiary Company, Tokyo Gas Customer Service Co., Ltd.**

Tokyo Gas Co., Ltd.

From April 1, 2011, Tokyo Gas Co., Ltd. (President: Tsuyoshi Okamoto; head quarters: Minato-ku, Tokyo; hereinafter referred to as "Tokyo Gas") will consolidate its customer service, including its periodic gas appliance safety checks and meter and billing services for its wide-area regions (hereinafter referred to as "wide area") in Ibaraki, Tochigi, and Gunma prefectures, Kumagaya-shi, Gyoda-shi, Konosu-shi, Fukaya-shi, and Hanyu-shi in Saitama prefecture. With this consolidation, at the end of March 2011, Tokyo Gas will terminate its consignment of the customer service to its wholly owned subsidiary, Tokyo Gas Customer Service Co., Ltd. (President: Yasunori Ida; head quarters: Minato-ku, Tokyo; hereinafter referred to as "Tokyo Gas Customer Service"). Furthermore, on the same day, Tokyo Gas Customer Service will also be dissolved*¹.

As one of the top priorities of its Medium-Term Management Plan for FY2009-2013, Tokyo Gas has been promoting "Excellent service (improvement of value for customers)", and has been re-examining a shift in its sales structure to a more local-community-oriented one, with the aim of establishing a closer relationship with each of its customers by meticulously responding to their diversifying lifestyles and needs*². Tokyo Gas holds a branch office in each district of the wide area mentioned above. These branch offices consolidate such operations as supplies, safety checks, and sales for each service district. For this reason, we consider that by consolidating the customer service consigned to Tokyo Gas Customer Service to Tokyo Gas, we will be able to respond to our customers' needs more attentively.

Tokyo Gas will continue to work harder than ever to become a closer partner to its customers in order to provide greater satisfaction in their daily lives.

*1: Standards set by the Tokyo Stock Exchange for minimum disclosure apply.

*2: The Tokyo Gas service area, including the Tokyo metropolitan area, Kanagawa, Chiba, and Saitama prefectures (excluding Kumagaya-shi, Gyoda-shi, Konosu-shi, Fukaya-shi, and Hanyu-shi), is divided into 63 districts. Customer service managed by Tokyo Gas Customer Service; sales, construction, repair of gas appliances and the opening and closing of gas cocks for moving managed by Enesta (our cooperating companies); and a portion of Tokyo Gas functions were consolidated and realigned to be operated by Tokyo Gas LIFEVAL companies, established between April 2008 and October 2009 in order of precedence.

Branch office name	No. of customers (as of the end of Nov. 2010)	Service area	Tokyo Gas Customer Service office to be dissolved
Tokyo Gas Hitachi Branch	Approx. 34,000	Ibaraki Prefecture: Hitachi-shi	Tokyo Gas Customer Service, Hitachi Office
Tokyo Gas Joso Branch	Approx. 40,000	Ibaraki Prefecture: Ryugasaki-shi, Ushiku-shi, Tsukuba-shi, Toride-shi, etc.	Tokyo Gas Customer Service, Joso Office
Tokyo Gas Utsunomiya Branch	Approx. 55,000	Tochigi Prefecture: Utsunomiya-shi, Mooka-shi, etc.	Tokyo Gas Customer Service, Utsunomiya Office
Tokyo Gas Gunma Branch	Approx. 81,000	Gunma Prefecture: Takasaki-shi, Maebashi-shi, Fujioka-shi	Tokyo Gas Customer Service, Gunma Office
Tokyo Gas Kumagaya Branch	Approx. 56,000	Saitama Prefecture: Kumagaya-shi, Gyoda-shi, Konosu-shi, Fukaya-shi, Hanyu-shi, etc.	Tokyo Gas Customer Service, Kumagaya Office

<Profile of Tokyo Gas Customer Service Co., Ltd. to be dissolved>

(1) Name	Tokyo Gas Customer Service Co., Ltd.
(2) Address	1-5-20, Kaigan, Minato-ku, Tokyo
(3) President	Yasunori Ida
(4) Primary Business	Periodic gas appliance safety checks, and meter and billing services
(5) Capital	50 million yen
(6) Established	April 1, 2002
(7) Shareholder	Tokyo Gas, Co., Ltd. (100%)