



INVISIBLE ASSETS

P51

Relationship of trust with 11 million customers

Contributing to the achievement of Sustainable Development Goals (SDGs)



Lifeval, Enesta and Enefit act as the faces of Tokyo Gas in local communities

Our bonds and relationships of trust with our 11 million customers, developed over the past 130 years, are our greatest strength. Tokyo Gas Lifeval, Enesta and Enefit have 180 outlets and over 10,000 employees to act as the faces of Tokyo Gas in different communities. They offer close services matched with customers' needs and serve as one-stop providers of products and services that help increase the quality of life for building close ties with individual customers.



Interface with the community

Customers



Lifeval / Enesta / Enefit

Help in gas and electricity planning

Gas tap opening and shutoff at the time of moving

Meter reading

Safety inspection and repair of gas appliances and equipment

Sales and installation of gas appliances and housing appliances

Gas plumbing

Design and installation of plumbing equipment and air conditioners

Home improvement

etc.

* As of April 2019

The face of Tokyo Gas, across the entire Kanto area

We believe strong relationships of trust with customers based on this community-based sales organization is the driving force that has enabled us to maintain our position as No. 1 new electric power market entrant in fiscal 2018, the third year after entry. In the retail gas business, too, which marks its third year since full deregulation, we are determined to augment and strengthen our relationships of trust with customers.

Wide-ranging services that cement bonds with customers

We offer optimal lifestyle suggestions that are uniquely available from the Tokyo Gas Group, gained from paying close attention to customers' lifestyles and delivering gas and electricity to them. In a bid to ensure that customers think of Tokyo Gas when facing lifestyle-related difficulties, we will offer reassuring lifestyle-related services that match each life stage and the requests of individual customers in addition to gas and electricity on a one-stop basis to strengthen bonds.



Always Reliable Services

Our Always Reliable Services provide reassurance in terms of gas appliances and others concerning the overall aspects of customers' lives.



Gas Fixture Special Support

The payment of a monthly subscription fee offers unlimited access to repair services for city gas appliances and hot water terminal appliances made by Japanese manufacturers. This service also covers a predetermined portion of the purchase expenses for replacement. It thus provides accommodating services to support life with gas.



Gas Fixture Troubleshooting Support

Tokyo Gas' gas customers are entitled to the visiting repair service with no visiting charge. That allows them to call for a visit without hesitation in the event of failure of their city gas water heater or stove.



Emergency Home Assist Service

This service responds to unexpected issues with plumbing products, entrance keys and others on a 24/7 basis to reduce customers' anxiety.



Electricity Fixture Troubleshooting Support

Tokyo Gas also deals with electricity-related issues. This support service is provided for customers that subscribe to Tokyo Gas' electricity services. We offer reassurance in the event of unexpected issues not only for gas, but also for the electricity that supports everyday lives.



Residential Monitoring Services

These services enable customers to remotely check whether the gas is used, the door and windows are locked, and if any family member is at home. They are for monitoring the children in double-income families and elderly family members that live separately.



Always Home Support

It is a package with a variety of services aimed at solving overall issues related to customers' residences. It provides customers with comfort and safety at home.



Minor home improvements, repairs and renovations

We offer a wide variety of services ranging from minor repairs including the replacement of wallpaper and screen doors and the adjustment and replacement of door knobs to the renovation of bathrooms, kitchens, lavatories and other household equipment.



Plumbing trouble response

Our staff will visit customers to address issues with plumbing products, such as water leakage and clogging of drainage conduits.



Repair of gas appliances

We will deal with abrupt failures and other issues with gas appliances. We receive requests 24/7.



Home safety measures

We will propose safety measures at home, including the installation of fire alarms and handrails and the sales of fire extinguishers and other disaster management items.



Housekeeping service

Our customers can enjoy house cleaning, delivery cleaning and home services from Kajitaku Co., Ltd., an AEON Group company providing these services, at beneficial prices by applying for services via the Tokyo Gas Group.