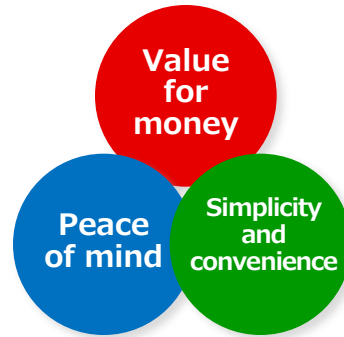


Enhancement of our total energy service plan, "Always Plan"

- We recognise that a lot of electricity customers have such apprehensions for switching their supplier as follow: "New supplier might not provide us lower tariff" and "New supplier might support our safer use of electricity".
- To dispel their apprehensions, **from the beginning of April 2018**, we are providing further 2 new service menus in "Always Plan", (i) **"Always Electricity 1S", good electricity tariff for customers having no experience for switching their supplier**, and (ii) **Electricity Fixture Troubleshooting Support, service menu for safety electricity use.**




ALWAYS PLAN



Gas

- Always Gas 
- Tariffs for the specific gas equipments ("Danran Plan" etc.)
- General Tariff

Power

- Always Electricity 
- NEW** Always Electricity 1S*¹
- Always Electricity 1
- Always Electricity 2
- Always Electricity 3

* 1 "S" means "Small"

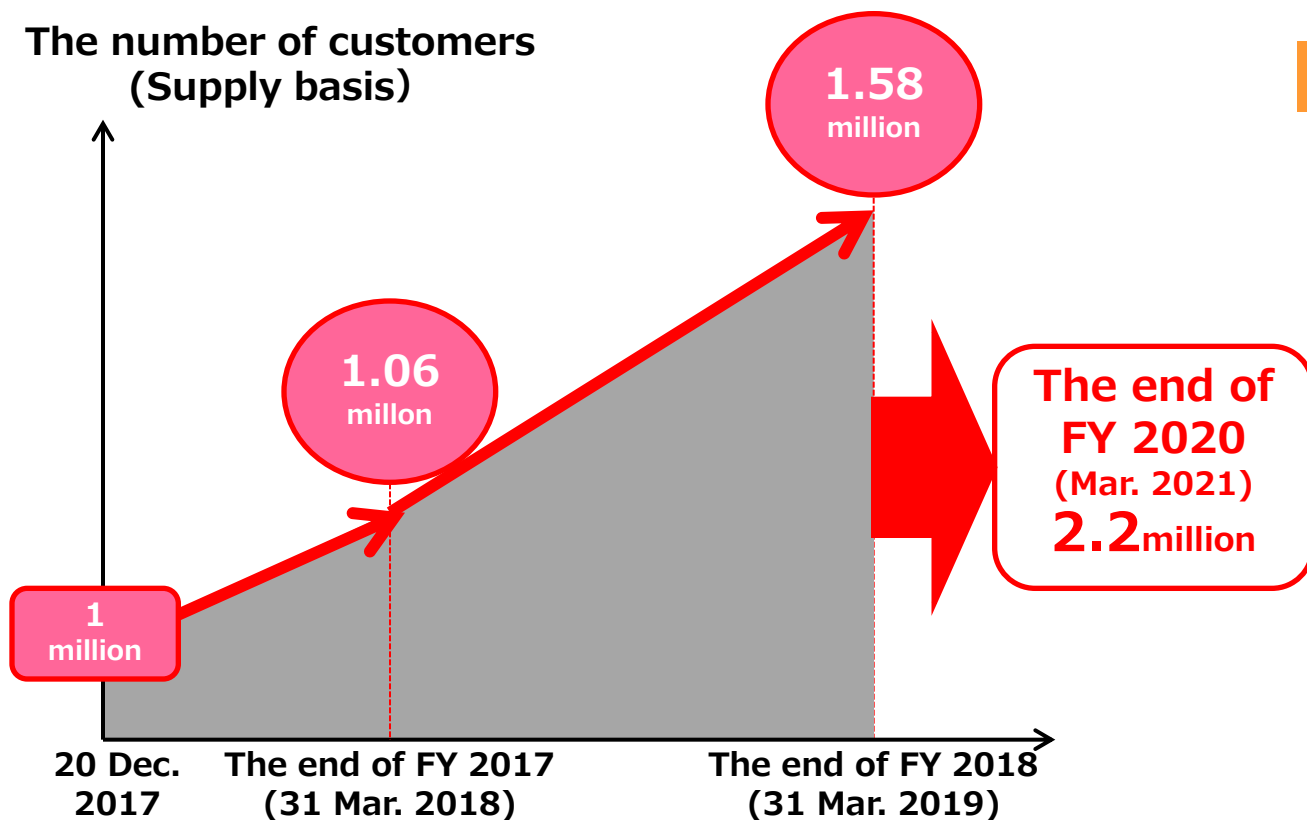
Service

- Always Reliable Services
- Electricity Fixture Troubleshooting Support**
- Gas Fixture Troubleshooting Support
- Gas Fixture Special Support
- Emergency Home Assist Service
- Residential Monitoring Services
- "my TOKYOGAS" (the service for Web members)
- Cookpad (the popular recipe web site)
- Internet Service
- Tokyo Gas Triple Discount Plan for gas, electricity and internet, etc.

Progress report about our electricity sales for retail market

- The number of customers has reached **1 million** as of 18th December, 2017. (1,002,333 (supply basis), approximately 1,092 thousands(contract basis))
- We will provide our electricity to **1.06 million customers by the end of FY2017 and 1.58 million customers by the end of FY2018**. During accepting pre-orders for the new plan (from 17th Jan. to 31st Mar.), we will execute sales promotion.

The number of customers
(Supply basis)



Promotion flyer

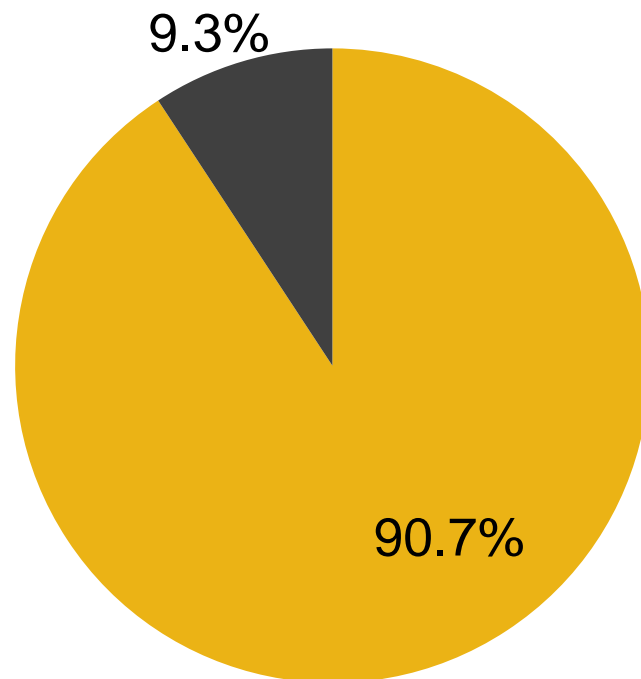
そんなあなたもおトクに!
キャンペーン

東京ガスの電気 に今、申し込むと
抽選でコレ当たります!

2016
1/17~
3/31

Parasola
加湿空気清浄機
Google Home
パナソニック 電圧変換アダプタ

Customer satisfaction of our electricity



Approx. 90% of customers are satisfied with our electricity.

- Satisfied
- Dissatisfied

Responding to dissatisfaction of customers, we will enhance our services, such as membership website, "my TOKYO GAS" .