

Additional special measures pertaining to gas and electricity bill payments  
in relation to the 2020 COVID-19 outbreak

Corporate Communications Dept.  
Tokyo Gas Co., Ltd.

We would like to pray sincerely for the souls of the victims of the novel coronavirus (COVID-19) disease, and also extend our heartfelt sympathies to those infected with the virus and others suffering from the economic impact of the outbreak.

On March 19 and April 24, Tokyo Gas announced special measures pertaining to gas and electricity bill payments<sup>\*1</sup> in consideration of the COVID-19 outbreak. In response to requests from the Ministry of Economy, Trade and Industry on March 19 and April 7, and in light of other circumstances such as extension of the state of emergency, we will introduce additional measures as stated below.

For the purpose of implementing the above additional measures, on May 12, we applied to the Minister of Economy, Trade and Industry for permission to apply “service conditions other than retail services terms and conditions for designated previous service areas” and “service conditions other than wheeling service terms and conditions,” for which we received permission today.

\*1.

Announcement on April 24: [https://www.tokyo-gas.co.jp/Press\\_e/20200424-01e.pdf](https://www.tokyo-gas.co.jp/Press_e/20200424-01e.pdf)

### 1. Qualifications (No revision from the previous announcement)

(1) Those who signed up with Tokyo Gas for gas and/or electricity services, and who fall under either of the following items:

- i. those receiving small-lot emergency loans or General Support Funds loans<sup>\*2</sup> provided by the government in relation to the COVID-19 outbreak; or
- ii. those recognized by Tokyo Gas as having difficulty paying gas and/or electricity bills temporarily due to suspended business, lost employment, or other reasons related to the COVID-19 outbreak

(2) Gas retail operators that use Tokyo Gas's wheeling service to supply gas to their customers (i.e. those who signed up with gas retail operators other than Tokyo Gas for gas services) located in Tokyo Gas's service areas, with any such customers falling under either of the following items:

- i. those receiving small-lot emergency loans or General Support Funds loans<sup>\*1</sup> provided by the government in relation to the COVID-19 outbreak; or
- ii. those having difficulty paying gas bills temporarily due to suspended business, lost employment or other reasons related to the COVID-19 outbreak

\*2. For small-lot emergency loans and General Support Funds loans, please refer to the details on the Livelihood Welfare Fund Loan System provided by the Ministry of Health, Labour and Welfare.

### 2. Details of the special measures (**Revisions from the April 24 announcement indicated in bold font**)

(1) For Tokyo Gas customers

i. Gas bills; gas-and-electricity combined bills

- Payment due date<sup>\*3</sup> for February<sup>\*4</sup>, March, and April meter readings will be **extended by three (3) months (revised from two (2) months in the previous plan)**.
- Payment due date<sup>\*3</sup> for the May meter reading will be extended by two (2) months.
- **Payment due date<sup>\*3</sup> for the June meter reading will be extended by one (1) month.**

ii. Electricity bills

- Payment due date<sup>\*5</sup> for February<sup>\*4</sup>, March, and April meter readings will be **extended by three (3) months (revised from two (2) months in the previous plan)**.
- Payment due date<sup>\*5</sup> for the May meter reading will be extended by two (2) months.
- **Payment due date<sup>\*5</sup> for the June meter reading will be extended by one (1) month.**

Customers who have already applied for extension on payment due dates for February, March, and/or April meter readings do not need to reapply.

(2) For users of Tokyo Gas's wheeling service

- Payment due date for February\*<sup>4</sup>, March and April meter readings will be **extended by three (3) months (revised from two (2) months in the previous plan)**.
- Payment due date\*<sup>3</sup> for the May meter reading will be extended by two (2) months.
- **Payment due date\*<sup>3</sup> for the June meter reading will be extended by one (1) month.**

Users who have already applied for extension on payment due dates for February, March, and/or April meter readings do not need to reapply.

\*3. Payment of gas bills and gas-and-electricity combined bills is due thirty (30) days from the day following the gas meter reading for each month. In the case of failure to pay by the due date, delinquent interest (0.0274% per day) will be charged on overdue accounts starting from the day following the due date up to the day when payment is made.

\*4. The payment due date must be on or later than March 25, which was when applications for small-lot emergency loans and General Support Funds loans began to be accepted.

\*5. Payment of electricity bills (no combination) is due thirty (30) days from the date of billing. In the case of failure to pay by the due date, delinquent interest (0.0274% per day) will be charged on overdue accounts starting from the day following the due date up to the day when payment is made.

### 3. Application and inquiries

Please go to the dedicated page of our official website to apply for the special measures and/or related inquiries. If it is difficult to apply online, you can apply via telephone. Please understand, however, that the line is often busy.

#### (1) Online application

Go to <https://vivr.tokyo-gas.co.jp/contact-detail/55>, and click “Application for special measures pertaining to gas and electricity bill payments in relation to COVID-19 outbreak” to display an application form.

Note: You need to give us your customer identification number for online application, which is stated on the meter reading slip, etc. As for how to apply via our official website, please refer to the attachment.

#### (2) Application via telephone

Tokyo Gas Customer Center (general contact)

Telephone number: 0570-002211 (Navi-Dial)  
03-3344-9100 (IP phone, contact from overseas, etc.)  
Telephone hours: 9:00–19:00 (Monday to Saturday)  
9:00–17:00 (Sundays and national holidays)

Wheeling service users are asked to contact our dedicated contact center.

【Attachment】

## How to Apply via the Tokyo Gas Official Website

To apply via the Tokyo Gas official website, please follow the procedure shown below.

\*URL : <https://www.tokyo-gas.co.jp/>

### <Step 1> Click "Click here to apply" on the home screen of our official website

個人（ご家庭）のお客さま | 法人・個人事業主のお客さま | 企業・IR情報

エネルギー・フロンティア  
**TOKYO GAS**

Language 検索

my TOKYO GAS  
新規会員登録 ログイン

ガス 電気 引越し ガス機器・設備 暮らしのサービス お手続き・お問い合わせ エネルギー自由化

●新型コロナウイルスに伴うガスならびに電気料金特別措置の追加対応について [PDF : 581 KB] **お申し込みはこちら**

●緊急事態宣言を踏まえた東京ガスグループの当面の取り組みについて（2020年4月7日 19時00分） [PDF : 391KB]

●東京ガスライフバル・エネスタ・エネフィット各店舗の営業時間に関するお知らせ

### <Step 2> Click "Click here to apply" button on the page displayed



料金・支払い> 新型コロナウイルスに伴うガス・電気料金の特別措置



**お手続きはWebが便利！**

■ [新型コロナウイルスに伴うガス・電気料金の特別措置のお申込み](#)



**よくあるお問合せ**

- > [新型コロナウイルスに伴うガス・電気料金の特別措置について](#)
- > [新型コロナウイルスに伴うガス・電気料金の特別措置についてのご注意点](#)

### <Step 3> Fill in the form displayed and register to complete the application

\* は必ず入力してください

お問い合わせ内容入力

申込み種別

新型コロナウイルスに伴う料金特別措置受付