REVIEW OF OPERATIONS



In the year under review, gas sales volume was down 1.9% year on year, to 13,942 million m³, due to such factors as a decline in demand stemming from a warm winter and the economic slowdown. On the other hand, gas sales rose 15.7%, or ¥170.5 billion year on year, to ¥1,257.5 billion, due to higher unit prices under the gas rate adjustment system. However, as a result of higher gas resource procurement costs stemming from increases in LNG prices, which continued from the previous term, operating expenses were up 17.6%, to ¥171.3 billion, and operating income was down 0.7%, to ¥110.8 billion.

Influence of Rising Gas Resource Costs on Revenues / Expenditures

In general, the prices of LNG imported into Japan are linked to crude oil prices. Consequently, under the influence of higher crude oil prices, gas resource costs increased from the year ended March 2008. Also, LNG prices reflect the average crude oil import prices in Japan from several months earlier. As a result, although crude oil prices experienced a downturn starting in summer 2008, LNG prices continued to increase through the end of 2008, which also had an influence on the rise in gas resource costs.

Under the gas rate adjustment system (see "Characteristics of the City Gas Business in Japan" inside the front cover), changes in gas resource costs are reflected in gas rates and thereby recovered. However, a certain period of time is needed before LNG prices are reflected in gas rates and as a result, several months are required until gas resource costs are recovered through gas rates. For most of the year ended March 2009, the rise in gas resource costs preceded the rise in gas rates, and consequently, the recovery of gas resource costs was insufficient. As in the previous fiscal year, gas resource costs were under-recovered in the year ended March 2009.

Influence of Temperature Changes on Gas Sales Volume

In the first half of the year ended March 2009 (summer), temperatures were 0.5°C lower on average than in the previous fiscal year. In the second half (winter), however, the average temperature was 0.5°C higher than in the previous year. Accordingly, in regard to air conditioning demand in the commercial sector, cooling demand in the first half and heating demand in the second half were adversely affected. In addition, gas sales volume in the residential sector, where heating and hot water demand increases in the second half of the fiscal year, was also negatively affected.

Outlook for the Year Ending March 2010

We forecast a small increase in gas sales volume in the year ending March 2010, due to such factors as a rise in the number of new housing starts in the residential sector. In regard to economic trends, the difficult conditions seen in the January-to-March period of 2009 are expected to continue throughout the fiscal year, and consequently gas sales volume is expected to decline year on year in each of the commercial, industrial, and wholesale sectors. Overall, gas sales volume is forecast to decrease year on year.



First half: 22.6°C; second half: 10.6°C; full year: 16.6°C Average temperature in the year ended March 2009: First half: 22.1°C; second half: 11.1°C; full year: 16.6°C



Residential Sector

Overview

In the residential sector, gas is principally used for household heating and hot water as well as for cooking appliances, such as gas ranges and ovens.

The Kanto area, which the Company has positioned as a strategic area, is recording continued growth, and growth in the number of customers is expected to exceed 100,000 a year. However, in recent years there has been a decline in the number of people per household due to trends toward fewer children and nuclear families. In addition, there has been an increase in housing air tightness and insulation. As a result, gas sales volume per household unit is following a gradual declining trend. Also, competition with all-electric housing, which is being promoted principally by electric power companies, is intensifying. In this setting, in the residential sector, Tokyo Gas will leverage its points of contact with its customers to implement thorough market cultivation and will work to maintain and expand gas sales volume per customer. At the same time, we will strive to achieve growth in total gas sales volume by increasing the number of customers through aggressive marketing activities.

Initiatives in Recent Years

Establishment of Tokyo Gas LIFEVAL

Tokyo Gas has invested more than one-third of the equity in Tokyo Gas LIFEVAL, a new regional energy company, and promoted its establishment. Tokyo Gas LIFEVAL was established with the aim of building close relationships with customers by responding carefully to their diversifying lifestyles and needs. Under Tokyo Gas LIFEVAL,



Figures for residential gas sales volume per customer are non-consolidated figures for Tokyo Gas.



Tokyo Gas LIFEVAL's service

the sales and service functions that comprise points of contact with customers, such as maintenance and sales of gas appliances, periodic gas facility safety check, and meter reading, are being restructured and integrated. Excluding the wide-area markets, we have established a system based on the division of our service area in Tokyo, Kanagawa, Chiba, and Saitama prefectures into approximately 65 service blocks. Following up on the 27 blocks established in the fiscal year ended March 2009, we established 23 blocks in April 2009, giving Tokyo Gas LIFEVAL a total of 50 blocks. In October 2009, we plan to complete the establishment of all of the blocks.

Start of general sales of "ENE-FARM" residential-use fuel cell "ENE-FARM," which provides a means to reduce CO₂ emissions in the residential sector, is a fuel cell cogeneration system that generates electricity by separating hydrogen from city gas. Having completed four years of large-scale verification testing, in May 2009 we achieved a world first with the start of general sales of these systems for residential use. "ENE-FARM" can make a significant contribution to the realization of a low-carbon society. At the same time, together with "ECOWILL" (a residential use gas engine cogeneration system), "ENE-FARM" has been positioned by Tokyo Gas as a strategic product that will facilitate the development of the new market for in-house power generation and will support increased gas sales volume in the future. Over many years, Tokyo Gas has built relationships of trust with housing developers, housing construction companies, building contractors, architects, and others. Leveraging these relationships, we will focus our "ENE-FARM" sales efforts on new detached housing. Also, during the period covered by the medium-term management plan for fiscal 2009 - 2013, we will work to reduce costs and to improve ease of installation, aiming for a cumulative total of 42,000 installed units in fiscal 2013 and laying the foundation for fullscale diffusion.



Rate Initiatives

In the fiscal year ended March 2009, we implemented two rate-related initiatives in the regulated sector, comprising smallvolume costomers. First, rates were lowered in April 2008. Under the medium-term management plan for fiscal 2006–2010, we took steps to reduce fixed costs through increases in management efficiency. We also promised to return, during the course of the plan, the results of those initiatives to gas users, who are as important stakeholders as shareholders. We have fulfilled that promise. This revision was a reduction averaging 1.51% in our tariffs for the entire regulated sector, encompassing both service and optional agreement tariffs in Tokyo, the largest district in number of customers. This rate reduction had the effect of reducing gross profit by approximately ¥8.9 billion in the fiscal year ended March 2009. Also, one-fourth of the gas rate increase under the gas rate adjustment system for January to March 2009 was not adjusted in this period. This will have the effect of reducing profit for the fiscal year ended March 2009 by ¥4.2 billion. We implemented special measures to adjust this evenly over the year from April 2009 to March 2010. In this way, we have taken steps to mitigate the scale of the increase in gas rates stemming from the dramatic rise in the price of crude oil, and to meet the request of the national government to stabilize living conditions for consumers.

A new gas rate adjustment system was introduced from May 2009. Please see "Characteristics of the City Gas Business in Japan" inside the front cover.



Natural gas cogeneration system using a leading-edge, high-efficiency gas engine (Makuhari District Heating and Cooling Center)

Commercial and Others, Industrial, Wholesale Sectors

Overview

Commercial and others sector

In the commercial and others sector, in line with the diverse needs of a wide range of customers, such as offices, schools, hospitals, and commercial facilities, gas is used in customized cogeneration systems, gas air conditioning systems (absorption cooling and heating systems and gas heat pump air conditioning systems), cooking equipment, and water heating equipment.

Industrial sector

In the industrial sector, we conduct sales of gas to customers with factories that use furnaces, boilers, and the like, and sell gas for power generation use to Independent power producers¹ and Power producers and suppliers².

- 1 Independent electric power companies that conduct wholesale electric power supply
- 2 Companies, other than electric power companies, that supply electricity to meet large-volume demand

Wholesale sector

In the wholesale sector, we supply gas on a wholesale basis, principally to 26 gas suppliers in the Kanto region (as of the end of March 2009, excluding companies to which Tokyo Gas supplies LNG).

Initiatives in Recent Years

Commercial and others sector

With competition between gas and electricity intensifying, Tokyo Gas is making proposals for the optimal mix of energy systems to meet customer needs. These activities involve the overall coordination of systems, including low-energy consumption, low-cost systems, such as cogeneration systems, as well as air conditioning, hot water, and cooking systems. In doing so, we work in cooperation with wholly owned subsidiary ENERGY ADVANCE Co., Ltd. to leverage energy services, such as ESCO operations, which cover everything needed to conduct energy-saving renovations, including technologies, facilities, human resources, and financial resources. In addition to providing one-stop solutions encompassing a wide



range of energy-related services, we have worked to promote and increase the efficiency of district heating/cooling systems, which are drawing attention as high-efficiency methods of using energy. In the fiscal year ended March 2009, gas sales volume declined year on year due primarily to the temperature-related effects of a cool summer and warm winter and to reduced utilization rates of existing facilities in line with energy-saving measures. However, we will continue to propose superior energy services, with a focus on cultivating fuel conversion and redevelopment projects in urban areas and on meeting gas facility replacement demand, which is expanding.

Industrial sector

In recent years, public demands for global warming countermeasures and other environmental initiatives have been continually strengthening, and the higher price of crude oil has also had an effect. In this setting, the shift to the use of natural gas as a fuel in the industrial sector has progressed, and as a result, sales in the first half of the fiscal year ended March 2009 were favorable. However, in early fall, industrial production declined as inventories were reduced under the influence of the economic recession, and plant utilization rates were reduced, centered on the steel, machinery, and chemical industries. Gas sales volume saw substantial declines. In the fiscal year ending March 2010, the economic slump is expected to have an effect throughout the year, and we are forecasting a decline of about 10% year on year. However, the trend toward low-carbon technologies continues to grow, and as a result, we anticipate further progress in the shift to natural gas in tandem with a recovery in economic conditions. In response to this demand, we will work to increase gas sales volume by extending pipelines to the Kashima and Northern Kanto regions and by bolstering gas supply through LNG tanker trucks.

Wholesale sector

To expand wholesale business, a framework that enables the development of both wholesale gas suppliers and Tokyo Gas over the long term is necessary. Tokyo Gas supports large-volume sales in the service areas of wholesale gas suppliers, and through the Gas Network Consortium, which is composed of 41 general gas suppliers, mainly our wholesale gas customers, Tokyo Gas is working to find common ground on various challenges and to implement measures targeting the resolution of those challenges. In the fiscal year ended March 2009, large-volume demand from wholesale customers declined due to the economic slowdown, but this was offset by development of new demand from wholesale gas suppliers and by facility expansions by existing customers. Consequently, gas sales volume was up 0.7% year on year, to 12 million m³, representing the only year-on-year increase of any sector.

Breakdown of Gas Sales Volume by Industry



Penetration of Natural Gas Cogeneration Systems



A portion of cogeneration system capacity has been changed from industrial use to commercial use as of March 31, 2009.

Industrial Use (Year ended March 2009)



Penetration of Gas Air Conditioning





LNG Vessel "Energy Frontier"

Procurement and Transportation

Overview

More than 95% of the city gas supplied by Tokyo Gas is sourced from LNG, with 2% from LPG used to adjust caloric value, and the remainder from domestic natural gas and other sources. To realize stable gas resource procurement, the Company is working to diversify its sources of LNG and currently has 10 long-term LNG contracts in six countries. We are also taking steps to facilitate flexible, competitive resource procurement in line with demand, such as increasing the FOB ratio, which makes possible transport cost reductions through the use of our own vessels, and increasing flexibility in volumes through changes in destinations and flexible increases in transaction volumes in accordance with contracts.

Initiatives in Recent Years

Initiatives targeting stable procurement

Since the second half of the fiscal year ended March 2009, gas demand has declined due to the economic slump, but we are utilizing the flexibility of the amount sourced from long-term LNG projects, and consequently we are conducting procurement in line with demand fluctuations. Sakhalin II, which we began to source

Tokyo Gas LNG Imports by Country of Origin (Thousand tons)

	Years ended March 31					
Country	2007	2008	2009			
Malaysia	3,309	3,767	4,482	(40.2%)		
Australia	3,395	3,289	2,847	(25.5%)		
Brunei	1,514	1,405	1,257	(11.3%)		
Indonesia	626	740	742	(6.6%)		
Qatar	598	715	631	(5.7%)		
Others	749	958	1,203	(10.7%)		
Total	10,191	10,874	11,162	(100.0%)		

from in April 2009, has been added to our long-term contract projects, thereby diversifying our LNG procurement sources, and from the year ending March 2010, we plan to procure from Pluto and Gorgon in Australia as well.

Expansion of upstream and transportation operations

In addition to initiatives in the procurement of cost-competitive LNG, Tokyo Gas has upstream interests in projects from which LNG is procured—3% in the Darwin project and 5% in the Pluto project. By participating in upstream projects, we acquire a variety of know-how and facilitate flexible responses to changes in the operating environment, such as increase in crude oil prices. We have also established our own fleet of tankers, which comprised seven vessels as of May 2009, and we use that fleet to transport LNG. These vessels are used not only for long-term LNG contracts but also for transport of LNG procured via short-term contracts. Through these initiatives, we have increased procurement flexibility and hiked the FOB ratio to 50%, thereby contributing to lower procurement costs.







Tokyo Gas Sodegaura LNG Termina

Production, Supply, and Infrastructure

Overview

Tokyo Gas receives about 11 million tons of LNG a year at three LNG terminals along the shores of Tokyo Bay and delivers city gas to its customers through a pipeline network of about 57,000 km greater than the circumference of the earth. After LNG is received at the terminals, it is transferred to LNG tanks that have a total storage capacity of about 3.4 million kl. It is regasified to natural gas using vaporizers, LPG is added to adjust the caloric value, and it is transported through the pipelines.

Initiatives in Recent Years

LNG terminals

The Company's LNG terminals are among the largest in the world, and to respond to growth in demand for natural gas and to increase supply stability, Tokyo Gas continues to undertake capital investment. In November 2009, we will start construction of a 250,000-kl LNG tank, the largest in the world, at the Ohgishima terminal, with a target completion date of October 2013. The Company has also started investigation for constructing a fourth LNG terminal in Hitachi, anticipating continued demand growth from the 2010s in the 200-km radius of the Kanto region.

Pipeline network development

The high-pressure trunk pipelines circling the Tokyo metropolitan area and the three LNG terminals work together to support the reliable supply system of Tokyo Gas. To meet long-term demand growth, we have built the Chuo Trunk Line I, which runs north to south through the middle of, and connects to, the trunk lines circling Tokyo. The construction of this line was completed in December 2008, a year ahead of initial plans. To secure demand and expand operations from the second half of the 2010s, we will consider and implement measures to expand the trunk infrastructure in the wide service area during the period covered by the medium-term management plan.

Capital expenditures

In the year ended March 2009, capital expenditures increased by ¥7.9 billion, or 5.7%, year on year, to ¥145.9 billion. On a nonconsolidated basis, major capital investment activities include supply facility projects—such as construction of trunk pipelines, construction of supply pipelines, and replacement of existing gas pipelines—which totaled ¥83.1 billion, and terminal construction facilities, which totaled ¥8.8 billion. During the period covered by the medium-term management plan, targeting expansion of demand over the medium-to-long term, we will allocate about ¥580.0 billion for capital expenditures and investment and loans with the objectives of developing demand and increasing production, supply, and infrastructure development.

Major Capital Investment Projects in the Year Ended March 2009

		Project name		
	¥106.5 billion	 Production facilities: ¥8.8 billion (Negishi LNG Terminal BOG facilities, etc.) 		
Tokyo Gas		 Distribution facilities: ¥83.1 billion (Chiba-Kashima Line, ¥8.9 billion; Chuo Trunk Line, ¥5.8 billion; New Negishi Line and Yokohama Line II, ¥5.6 billion; newly constructed supply pipelines, ¥11.1 billion; replacement of existing gas pipelines, ¥15.1 billion) 		
		 Service and maintenance facilities, etc.: ¥14.6 billion (System related: ¥7.0 billion, etc.) 		
Consolidated subsidiaries	Total: ¥42.2 billion	 Tokyo LNG Tanker, LNG tanker construction expenses: ¥8.5 billion 		
		•ENERGY ADVANCE, cogeneration systems, ¥8.0 billion		
Total:	¥145.9 billion (aft	er eliminations)		

Gas Appliance Sales Segment

To encourage customers to use gas more comfortably, we sell gas appliances that are produced by other companies to specifications determined by Tokyo Gas. For residential customers, we offer gas cooktops, water heaters, gas air conditioning systems using hot water, residential-use cogeneration systems, floor heating systems, mist saunas, in-home power generation systems, and other appliances. For industrial customers, we principally offer gas heat pump air conditioning systems. These residential and industrial appliances are sold through such channels as affiliated companies and cooperating companies. In the fiscal year ended March 2009, we recorded lower sales and profits in this segment. Sales were down 7.5% year on year, to ¥122.3 billion, and operating income declined 28.3%, to ¥2.0 billion.



Mist sauna "MiSTY"

Installation Work Segment

This segment carries out construction, such as the installation of gas pipes and valves on the sites of customers in our service area.

In the year ended March 2009, conditions in the housing market worsened due to the influence of the economic recession. The number of new housing starts in our service area declined 16.9%, to 217,000, and the number of installations undertaken by the Company declined. In addition, due in part to increased material prices, sales were down 14.4% year on year, to ¥49.0 billion, and the segment recorded an operating loss of ¥1.0 billion, compared with operating income of ¥0.8 billion in the year ended March 2008.



Real Estate Rental Segment

This segment's business primarily involves leasing and management for the Shinjuku Park Tower and other office buildings. These activities are conducted by Tokyo Gas Urban Development Co., Ltd. In the year ended March 2009, sales were ¥35.6 billion, and operating income was ¥7.4 billion.

Real estate operations are positioned to support increased competitiveness in our integrated energy business, the core business of Tokyo Gas. Results from the real estate business are used in the Company's core operations, and in regard to large scale properties for which asset prices are expected to rise, we will conduct development to fully leverage the potential of the property while limiting risk. Development funds are, as a general rule, from real estate sales, and there is no influence on core operations.

Major development projects will utilize a site of about 3.2 hectares in Tamachi and a site of about 20 hectares in Toyosu that are suitable for development. With the objective of recording business income from both of these properties in the middle of the 2010s, we are currently moving ahead with development planning in cooperation with a partner developer. In addition, the GINZA gCUBE building was opened in September 2008.



Shinjuku Park Tower



Other Business Segment

Overview

This segment includes energy services, facility construction and engineering, industry gas, LPG, system integration, electric power, credit and leases, and shipping operations.

Initiatives in Recent Years

In the year ended March 2009, energy services sales increased due to a higher number of new projects undertaken by ENERGY ADVANCE Co., Ltd. In electric power operations, Kawasaki Natural Gas Power Generation Co., Ltd. began operation of its first unit in April 2008 and its second unit in October 2008. Consequently, we increased our share of the capacity of power generation projects to about 400 MW. As a result, sales increased, but due to higher fuel costs and other factors, income declined. In shipping operations, we are taking steps to bolster the capacity of our own fleet as one facet of measures to strengthen the value chain. In June 2008, we put the Energy Navigator, our sixth vessel, into service. Due to the increase in the number of vessels and other factors, Tokyo LNG Tanker Co., Ltd., which manages and operates the Company's fleet, recorded increased shipping revenues and higher income. In May 2009, our seventh vessel, the Energy Confidence, was placed into service.

In the year ending March 2010, the economic recession is expected to have an adverse effect on the revenues of ENERGY ADVANCE Co., Ltd., Tokyo Gas Chemical Co., Ltd., and other companies. In addition, increases in depreciation accompanying the introduction of our seventh vessel and higher charter fees will have an adverse effect on the operating income of Tokyo LNG Tanker. As a result, we expect both sales and operating income in the other business segment to decline year on year.



Kawasaki Natural Gas Power Generation



LNG Vessel "Energy Navigator

Overview of Major Companies in the Other Business Segment (Years ended March 31)

Field	Major companies	Net sales			Operating income		
		2009	2008	Change	2009	2008	Change
		(¥ billion)		(%)	(¥ billion)		(%)
Energy services	Tokyo Gas Co., Ltd., ENERGY ADVANCE Co., Ltd.	107.9	73.1	47.5	1.7	1.0	64.6
Industrial gas, etc.	Tokyo Gas Chemicals Co., Ltd., Tokyo Oxygen and Nitrogen Co., Ltd.	38.0	39.0	(2.7)	1.4	2.1	(32.4)
LPG, etc.	Tokyo Gas Energy Co., Ltd.	38.9	38.6	0.7	0.2	0.0	498.1
System integration, etc.	TG Information Network Co., Ltd.	19.9	18.8	5.5	0.6	0.5	8.6
Electric power	Tokyo Gas Yokosuka Power Co., Ltd., Tokyo Gas Co., Ltd.	30.3	15.5	95.5	(0.9)	(0.6)	_
Credit and leases	TG Credit Service Co., Ltd.	13.2	13.9	(4.8)	1.5	1.5	(3.2)
Shipping	Tokyo LNG Tanker Co., Ltd.	15.8	11.5	37.0	2.8	1.6	80.3
Facility construction, engineering and others	Tokyo Gas Engineering Co., Ltd., Capty Co., Ltd.	99.4	109.4	(9.1)	5.8	6.3	(7.5)
Total		363.7	320.3	13.6	13.4	12.7	5.6

TECHNOLOGY DEVELOPMENT

Strategic Direction of Technology Development

In technology development, we focus on three areas: (1) the creation of appealing concepts and the development of products that give concrete form to the value created by those concepts, (2) the development of innovative environmental technologies that will contribute to the realization of a low-carbon society, and (3) technologies that support the operational platforms for stable administration of gas operations and for realization of higher-level usage and cost reductions. In the fiscal year ended March 2009, the Company allocated about ¥9.1 billion to technology development.

Major Initiatives

Through the development of products that reflect consideration for the understanding and materialization of customer needs, we provide customers with systems and appliances incorporating innovative environmental technologies.

In the year ended March 2009, we completed large-scale verification testing of a residential-use polymer electrolyte fuel cell (PEFC) (sales name: "ENE-FARM"), and made significant progress toward the market introduction stage. We will continue to make

improvements in this technology, such as cost reductions, targeting its use in multiple dwelling units in the second half of the 2010s, and will strive to foster its full-fledged diffusion. We will also proceed with development and verification testing of solid oxide fuel cell (SOFC) technologies, which have the potential to offer superior durability and cost savings. We have developed solarpowered hot water systems as a technology that uses renewable energy and contributes to progress toward a low-carbon society. From November 2008, we conducted the world's first onsite verification testing of CO₂ separation and collection during the production of hydrogen. This technology cuts CO₂ emissions in half while maintaining production efficiency of about 80%, thereby heightening the possibility of city gas usage in the future lowcarbon society.

In platform technologies, we work to make it possible for natural gas to be delivered safely to the customer and to be used without worries. To that end, we will continue to deepen, pass along, and utilize infrastructure construction technologies, maintenance management technologies, combustion engineering-related technologies, and gas guality management technologies, among others.

The Technology Development Strategy of Tokyo Gas



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