

Safety

Since commencing operations in 1885, we have been steadfast in our commitment to safety. We believe that safety is an important element in increasing the convenience of gas and in winning over customers. Safety is not an issue that one can take for granted, especially in Japan, where earthquakes are common. That is why we are striving to raise safety levels further.

A Total Commitment to Safety

Most gas-related accidents occur not during production or supply, but when gas is being used, often the result of carelessness. To lower the accident rate to zero, we have a multi-faceted approach. First, we are developing technologies such



Micon Meter

as Micon Meters, which have embedded microcomputers to automatically shut off the gas, to reduce the risk of emergencies, leaks, and damage.

Second, we are educating customers about the correct use of gas and carrying out regular inspections, among

other service-related initiatives. Third, we have an emergency response system to prevent serious accidents.

Intelligent Service System

We also have an intelligent service system, a combination of communications and computer technologies, which links the gas equipment of customers with Tokyo Gas. The system is triggered when sensors detect irregularities, sending a message to Station 24, a 24-hour control center. This network facilitates 24-hour monitoring of gas use.

Gaslight 24—Responding to the Unexpected

In the event of an emergency, a 24-hour system responds swiftly to contain damage. Called Gaslight 24, the system watches over everything from main gas pipelines to service pipes and the gas equipment in each and every home. Emergency vehicles and personnel are mobilized in accordance with the scale of the emergency and other circumstances with help from Eagle 24, an emergency operations support system using mobile computers.

Three-Stage Safety System for Natural Disasters

Tokyo Gas has a three-stage safety system to ensure stable supply in the event of an earthquake or other natural disaster. The first stage is prevention to minimize damage. Our production and supply facilities are designed to the latest earthquake-proofing standards. The second stage is our emergency response. The aim here is to prevent secondary damage such as fires and explosions. Finally, we are prepared to move quickly to restore service should it be interrupted and to continue supply to areas largely unaffected. This is where SIGNAL, or Seismic Information Gathering & Network ALert system, comes in. It transmits data from 332 seismic intensity sensors, 5 bed-rock earthquake meters, and 20 liquefaction sensors over a dedicated radio network to Tokyo Gas' control center.



LEFT

Center for Supply Control and Disaster Management



RIGHT

Seismic intensity sensor used to provide early warning of an earthquake.