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. Consequently, we are striving to raise safety levels even further.

A Total Commitment to Safety

Most gas-related accidents occur not during production or supply, but when gas is being used—often as the result of carelessness. To lower the accident rate to zero, we have implemented a multi-faceted approach. First, we are developing technologies such as Micon Meters. These are safety systems comprising gas meters with embedded microcomputers. Micon Meters enable 24-hour monitoring of gas use and can automatically shut off gas when they detect leaks, earthquakes or irregularities in use.

Micon Meter

Tokyo Gas is also educating customers about the correct use of gas and carrying out regular inspections. Moreover, an emergency response system to prevent accidents has been set up.

Intelligent Service System

We also have an intelligent service system that links customers' gas meters with Tokyo Gas' monitoring station by telephone lines to monitor gas usage. 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

Gaslight 24 is a 24-hour emergency response system capable of responding to gas leaks and other situations affecting main gas pipelines and service pipes as well as customers' gas equipment. Using EAGLE24, a mobile computer-based emergency operations support system, emergency vehicles and personnel can be mobilized quickly and accurately in accordance with the type and scale of the problem, as well as other circumstances.

Three-Stage Earthquake Safety System

Tokyo Gas has a three-stage safety system to ensure stable supply in the event of an earthquake. 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. To take our system up to the next level, we will install 3,700 state-of-the-art seismic intensity sensors at locations throughout our 3,200km^2 service area. These sensors will be monitored by SUPREME, the world's most advanced disaster prevention system.

Left
Center for Supply Control and Disaster Management

Right
A state-of-the-art seismic intensity sensor