

July 17, 2024

Company:	Tokyo Gas Co., Ltd.
Representative:	SASAYAMA Shinichi Representative Corporate Executive Officer, President and CEO (Securities code: 9531, TSE Prime Market & NSE Prime Market)
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**Notice and Apology regarding Possible Leakage of Information on Customers
and Other Parties Due to Unauthorized Access**

Tokyo Gas Co., Ltd. announced as attached today.

The impact of this matter on consolidated results is being reviewed, and we will promptly notify of any matters that need to be disclosed.

(Attachment)

July 17, 2024

Tokyo Gas Co., Ltd.
Tokyo Gas Engineering Solutions Corporation

Notice and Apology regarding Possible Leakage of Information on Customers
and Other Parties Due to Unauthorized Access

Tokyo Gas Co., Ltd (hereinafter “Tokyo Gas”) hereby announces that on July 9, 2024, it was discovered that there was a possibility of a leakage of information related to customers and other parties stored on servers in Tokyo Gas Engineering Solutions Corporation (hereinafter “TGES”), a subsidiary of Tokyo Gas and servers in the Tokyo Gas's corporate business field due to unauthorized access to the network of TGES.

The possibility of information leakage to outside parties has been reported to the Personal Information Protection Committee, and an investigation is underway with the cooperation of the Tokyo Metropolitan Police Department and other outside specialized agencies. At this point in time, there is no evidence that the information has been misused.

The external route to the TGES network that was illegally accessed was promptly blocked, and measures have been taken to prevent further access from outside parties.

We deeply apologize for the inconvenience and concern this incident has caused to our customers and many other stakeholders. We will continue to investigate the cause of this incident with the cooperation of outside specialists, and will work to prevent a recurrence by establishing a strict security system.

1. Information that may be leaked

Subject	Possible leaked personal information	Amount of personal information
Personal information of individuals belonging to corporations, etc. with which Tokyo Gas or TGES has had transactions *Customers, etc with whom Tokyo Gas or TGES has had transactions for gas, electricity, or services for corporate use *Corporations, etc. that deal only in the household sector are not included.	▪ Name, e-mail address, and other business contact information ▪ Information related to financial institution account numbers in the name of individuals (85 cases), and Individual Number information(5 cases) etc. *Credit card information is not included.	under investigation
Personal Information of general consumers provided by the contractor as necessary for business purposes <u>*Information on contracts for gas and electricity with Tokyo Gas for residential use is not included.</u>	▪ Name, address, contact information, etc. *Financial institution account information or credit card information is not included.	approx. 4.16 million people
Information related to TGES employees *Retired employees are included.	Name, address, Information related to financial institution account numbers(approx.1,000 cases), credit card information (8 cases) etc.	approx. 3,000 people

(Reference)

Main services provided by TGES

Services for corporate customers with “city gas and electricity”, “on-site energy services”, “district heating and cooling”, “customers tailored engineering services including LNG terminals, renewable energy, etc.” and “system for infrastructure information management”.

2. Correspondence to the customers and business partners

With regard to corporations, etc. with which Tokyo Gas or TGES has had transactions for gas, electricity, or services for corporate use, we will investigate and will take appropriate action.

For general consumers whose information is provided by a contractor as necessary for business purposes, we will consult with the contractor regarding our action on this matter.

We will contact customers and business partners individually in the event of any information leakage or unauthorized use is discovered.