

Notes about possible planned power outages

- 1 . Please check which group and subgroup you belong to, as well as the time and date, etc. of the monthly schedule for possible planned power outages at your home, workplace, or visiting places.

To confirm do the following:

- ① Visit The Kansai Electric Power Co., Inc. Website

PC : <http://www.kepco.co.jp/>

Cellphone : <http://kanden.jp/>

Enter your 14-digit customer number in the box of “ Searching system for planned power outage group” .

② All customers have been sent the Direct Mail from the Kansai Electric Power Co., Inc., so you can check the information about possible planned power outages there.

③ Check your Electricity Bill Issued after July 2

④ Call the hotline.

Prepare your 14-digit customer number and contact the KEPCO’ s dedicated information service at the number below:

Phone 0120-911-777 (toll-free)

- 2 . Please pay attention to the information about the power supply-demand situation.

The supply-demand situation may suddenly change. Also mind the information about any tight supply situation or possible implementation of planned power outages.

We recommend you to register for mail notification service provided by KEPCO or the Japanese government to receive any related information. Those who have the registration will be informed about the planned power outage via email in case of a stressed supply-demand situation.

- ① Mail Notification about Difficult Supply-Demand Situation by KEPCO

PC : <http://www.kepco.co.jp/s-onegai/>

Cellphone : <http://kanden.jp/s-onegai/>

- ② Tight Supply Announcement Service by the Government

(you can access this by Cellphone or Smartphone only)

Cellphone : <http://touroku.setsuden.go.jp>

Smartphone : <http://setsuden.go.jp/appli/>

- 3 . Please check basic precautions and preparations in case of a planned power outage.

(See the Appendix)

- 4 . Please note that even if your group and subgroup area does not undergo a planned power outage, your daily life or business operation may be affected by a planned power outage taking place in other areas. Please check the website, etc. operated

by the entity you intend to visit beforehand, and see if there is any change in their service due to the planned power outage, as well as the scheduled date and time.

(Possible cases in which you may be affected)

If a medical institution you usually visit is located in the area selected for a planned power outage, you may not be able to receive medical treatment as planned. Please obtain the necessary information such as the date and time of possible planned power outages involving them beforehand.

(Information on medical institutions to which electricity is distributed even during planned power outages are provided at the website of the Ministry of Health, Labor, and Welfare as follows:

<http://www.mhlw.go.jp/stf/houdou/2r9852000002doat.html>)

- * In the areas where tap water is supplied by pumping, there may be water supply suspensions if the pumping facility is located in the blackout targeted area. Please check the official bulletin or others issued by the Waterworks Bureau in your living area beforehand and see whether you can use tap water. If not, please stock drinking water, and prepare necessary water supply for other uses. You may need to take similar measures if you live or stay in a building or condominium with a water storage tank installed, since their pumping system may not work due to the blackout
- * The computer network system in your office may be affected by a planned power outage if its host server is located away from the office. Even if electricity is available in your office, the whole network system may be shut down while a planned power outage is being carried out in the area where the host server is installed. Please check the planned power outage schedule for the host server location, and get prepared for possible outages by saving or transferring data and taking other necessary measures for your operation.
- * If you are an apartment resident or a building tenant, and have no direct contract with the utility company, ask your landlord or the building manager which group and subgroup your building belongs to in order to prepare for possible planned outages.
 - If you are a business operator, please check beforehand on possible impact of a planned power outage on your service to customers or users, and consider how to cope with it and how to give them the necessary information. If required, make preparations for those who need a special care, for example, a patient on a ventilator, by confirming the liaison system with a medical institution or others in case of emergency.

- 5 . Contact to ask questions about saving energy or planned power outages.
Information hotline is available at both, the Kansai Electric Power Co., Inc. and the Government (See the Appendix)

* Service is available in Japanese only unless otherwise stated.

< Precautions and Warnings During Planned Power Outages >

Before the Blackout

 <p>If you think your home medical treatment will be affected by a planned power outage, please visit your doctor beforehand</p>	<p>If your treatment relies on electronic devices such as ventilators, please prepare an alternative power source or check the availability of hospital care by consulting</p>
 <p>Charge communication devices such as radios and mobile phones</p>	<p>With TV and most fixed-line telephones unavailable during the blackout, please ensure that your communication devices – such as battery-powered AM/FM radios and mobile phones – are fully charged</p>
 <p>Freeze extra water to keep food cool</p>	<p>Most refrigerators or freezers will keep cool for hours without power. To keep cold air inside, please avoid</p>
 <p>Transfer your aquarium fish into a large fish tank or use a battery-operated air pump</p>	<p>During a planned power outage, take any necessary measures to maintain water temperature and quality.</p>
 <p>Save data and shut down office equipment such as PCs</p>	<p>If the blackout occurs when working on a computer, it may cause data loss or other problems.</p>
 <p>In some apartments, tap water may not be available. Please stock drinking water, and store water in a bath tub for other uses</p>	<p>Gas and water may be unavailable in some locations.</p>

During the Blackout

 <p>Take care of your physical condition</p>	<p>Air conditioners and fans cannot be used during the black out, so wear appropriate clothing and drink</p>
 <p>Be careful when crossing roads and intersections</p>	<p>Traffic lights are likely to be out during the blackout. Please be careful when crossing an intersection by car, bicycle, or on foot.</p>
 <p>Unplug electric appliances that create heat, such as clothes irons</p>	<p>When electricity supply resumes, to prevent a possibility of fire unplug electronic devices such as irons, hair dryers, and toasters.</p>

 Stay vigilant when using candles	Take extreme caution when using candles. If candles fall down, or are left unattended they can cause fire.
 Do not use charcoal stoves or small generators indoors	The use of charcoal stoves or small generators indoors may cause carbon monoxide poisoning.
 Gas-leak alarms and ventilation fans may not work	Make sure your room is well ventilated as gas-leak alarms and ventilation fans may not work during the
 Unplug electronic devices using motors	To prevent an accident, unplug motorized appliances with rotating parts such as fans, food processors, and power drills.
 Refrain from using elevators	You may be stuck in an elevator during the blackout.
 Automatic doors and locks in buildings may not work	Automatic doors and locks in buildings and apartments may not function correctly. Multi-level car parks may also be out of service.
 Security systems may be shut down.	Make sure your home or business place are properly locked and secured because security systems may not be functional during the blackout.
 Take extra care when you go out at night	Roads are darker than usual during blackouts at night, because streetlights and gate lamps may be out.
 For safety, we recommend you to turn off your distribution board breaker switch when you go out	Do not forget to turn off electronic equipment for it may cause accidents, so switch off the main breaker.

After Power Service Resumes

 Correct the date and time on any electric appliances with a clock or timer	Clock and timer settings on appliances such as TVs and videos are often reset during the blackout.
 Check for error messages on your electric hot water system remote controller	Electric systems may not heat water properly after the blackout. Please refer to the product's user manual or call the manufacturer's customer service line for additional information.

In the following sections, the appearance of the original material is changed to adapt to the use of screen reader software.

Information Service concerning Planned Power Outages

* Service is available only in Japanese unless otherwise stated.

The Kansai Electric Power Co., Inc.

Phone 0 1 2 0 - 9 1 1 - 7 7 7 (Toll-free)
06-6441-8821 (English/Japanese)

[Hours of operation] Weekdays (Monday-Friday) 9:00 – 20:00,
Weekends (Saturdays, Sundays, or Holidays) 9:00 – 17:30

Hours of operation may be extended depending on the
electricity supply-demand situation.

FAX 0 1 2 0 - 9 1 1 - 0 1 1

[Hours of operation] Weekdays (Monday-Friday) 9:00 – 17:30

※ Prepare your 14-digit customer number and contact the office to ask about
possible planned power outages.

The Government

- The Ministry of Economy, Trade, and Industry

Phone 0 3 - 3 5 0 1 - 1 5 1 1 (Main number)

[Hours of operation] Weekdays 8:30 – 18:15

- Kansai Bureau of Economy, Trade and Industry

Power Supply-Demand Task Force

Phone 0 6 - 6 9 6 6 - 6 0 3 9

[Hours of operation] Weekdays 9:00 – 17:00

* Service is available in only Japanese unless otherwise stated.

Various Information on Possible Planned Power Outages and Saving Electricity

The Kansai Electric Power Co. Inc., Website

<http://www.kepco.co.jp/>

- System for possible planned power outages, Group searching system for planned power outage, Monthly plan for possible power outages, Precautions and warning during planned power outages, etc.
- Press release on power saving and planned power outages
- **Mail notification about difficult supply-demand situation :** Customers who have the registration will be informed via email about a stressed supply-demand situation in terms of time zone or a planned power outage for the day or the next day if it is on the schedule.



Government Portal Website on Saving Electricity

<http://setsuden.go.jp/>

- Electricity saving plans for this summer
- **Tight Supply Announcement Service :** Email service for cellphones and smartphones (Registered customers will be notified via email about a stressed supply-demand situation)
- Precautions during planned power outage
- Information about countermeasures against tight supply this summer
- Power use situation provided by each utility company