

We provide valuable products and services that meet customer needs and address their issues.

Major Risk Scenario

If we do not quickly and accurately address customer needs and issues in a competitive environment, it could result in a decrease in electricity sales volume and have an impact on financial performance.

Main Initiatives in Fiscal 2017

- Responding to major disasters
- Providing energy services based on customer needs and issues
- Developing electrical power businesses outside Kyushu
- Incorporating customer feedback in business operations

Number of Comments from Customers

(Fiscal 2016 data)

About **19,000** comments

We received about 19,000 items of feedback from customers in fiscal 2016 through daily business activities, dialogue with customers and other interactions. Comments received from customers are shared with senior management and more broadly throughout the entire Company, and are used to improve business operations.

Examples of Specific Initiatives

■ Developing and Delivering Services Matching Customers' Needs

Systematic Introduction of Smart Meters (Unit Meters)

We have started to introduce smart meters with communication capabilities, with the aim of increasing the efficiency of operations and improving the level of customer service. In conjunction with the increasingly widespread use of smart meters, we are working to increase efficiency through such initiatives as remote meter reading and setting up remote instruments when contracts are renewed.

We will also continue to work to provide electricity consumption volume and other data to customers, offer energy-saving consulting, and quickly restore electric power service by ascertaining the scope of low voltage power outages.

Plan for Introducing Smart Meters

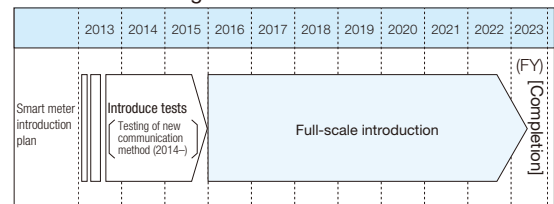
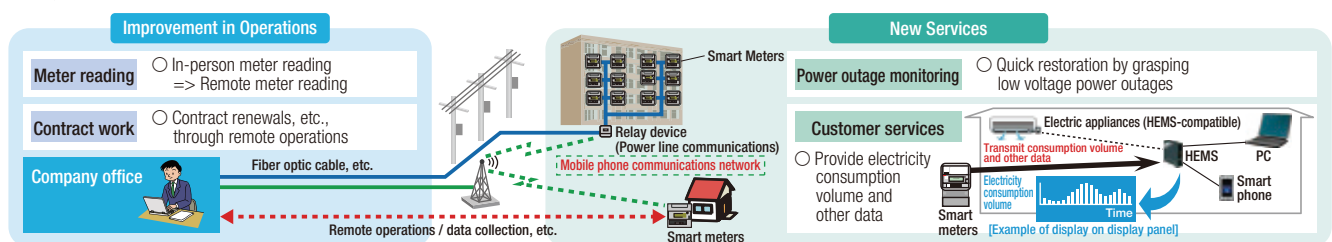


Image of Situation after Smart Meters Become Widespread



Reference New Services for Residential Customers Utilizing IoT Technology

Going forward, we aim to provide new lifestyle experiences by installing new devices in homes and utilizing IoT (Internet of Things) technologies and AI.

- Use the latest interface for integrated operations of various home appliances and entertainment equipment on the IoT service infrastructure (platform) built by Kyushu Electric Power
- Use AI to study data accumulated on the IoT service platform and sensor data, and automatically control home appliances and equipment to match the customers' preferences, as well as provide lifestyle advice
- Consider controlling home solar power generation, Eco Cute, etc., using the strengths of electric power companies, and introducing of a wide variety of new services in cooperation with other companies