

## Improving Customer Satisfaction

Our customer base encompasses almost all the power users in our Kyushu territory. Since companies with so many customers can easily become impersonal, we are careful to provide individualized attention when compiling customer data, ensuring that each user's needs are met. By analyzing and evaluating this data, we can provide solutions that meet customer needs precisely.

The solutions we provide to the various problems we encounter are designed to increase our customers' level of satisfaction.

### Individualized attention

#### Customer visits

Whether providing information on fuel cost adjustments or just making a courtesy call, Kyushu Electric Power representatives frequently visit customers at their homes and offices. These visits keep us abreast of customer needs, provide us with data on operation quality, and give us early indications of customer plans to introduce or upgrade private power generation facilities. Our customer visits are important in building trust with our valued users.

### Total energy services

#### Rate consulting

The information we gather from individualized attention to each customer is analyzed and fed back into our operations, to ensure that customers receive the optimum service for their needs.

This feedback lets us:

- Create the optimum rate option for each customer usage pattern and set of needs.
- Provide value-added services. We can provide information on lightning safety, perform load management, help with power failures and offer tips on how to improve facilities to save energy.

#### Energy service consulting

Kyushu Electric Power creates proposals for thermal storage systems by combining our consulting organization with the advanced technology of our affiliate, KYUDENKO CORPORATION. We have garnered 194 contracts since entering the thermal storage market in 1993.

In December 2000, Kyushu Electric Power entered the decentralized power market through Group member Nishinippon Environmental Energy Co., Inc. The new decentralized power options we have added to the Group's lineup of conventional power supply systems ensure that our total energy services meet a wider range of customer needs more precisely.

Other consulting activities include creating proposals for more energy-efficient systems. These systems incorporate high-efficiency equipment such as heat pumps, or use local thermal energy from sources as yet untapped by urban developers (such as seawater or rivers).

### Improving customer service

#### Call center to start trial operation

In December 2001, we plan to start a trial operation of a new call center for receiving service requests and inquiries from customers in the Fukuoka metropolitan area. The center will be open 24 hours a day, 365 days a year, and will help customers from all over the service area in a speedy, convenient manner.

#### Online sign-up service

In January 2001, we started an online service that lets customers in the Fukuoka metropolitan area sign up for power over the Internet. We plan to extend this service to all Kyushu Electric Power customers in January 2002.