

January 18, 2023

Kyushu Electric Power Co., Inc.

Kyushu Electric Power Company announces the receipt of a report concerning unauthorized viewing of customer information managed by subsidiary

Kyushu Electric Power Company Inc., (hereafter the Company) received a report today from the Electricity and Gas Market Surveillance Commission and Personal Information Protection Commission after it was discovered that the Company improperly accessed customer data of other retail electricity providers, which was held by the subsidiary Kyushu Electric Power Transmission and Distribution Company,

By both the Electricity and Gas Market Surveillance Commission and the Personal Information Protection Commission, the Company has been requested to report on the circumstances and facts of this case before February 8, 2023 and February 3, 2023 respectively.

This incident was discovered during an internal investigation based on a request made on 27 December 2022 by the Electricity and Gas Market Surveillance Commission.

The investigation revealed that some of the under-consignment call center system terminals¹ lent by Kyushu Electric Power Transmission and Distribution to the Company to use in the event of emergency disasters and other supply disruption incidents were also being used for normal operations by the Company and the hired outsourcing company.

¹ The system enables viewing of consignment-related information held solely by Kyushu Electric Power Transmission and Distribution, which includes information on customer data from other retailers.

As a result of interviews conducted with Employees of the Company and the outsource company, they can use terminal

- to confirm contract name at the time of switching from another company to the Company.
- to check map information with utility pole numbers to identify addresses and the location of public street lights when starting a contract with the Company

In doing so, the company had access to consignment-related information held by Kyushu Electric Power Transmission and Distribution, including information of new power customers.

At this point of time, it could not be confirmed that information was used for marketing activities. We will continue to investigate the details.

The Company takes this matter very seriously and will take appropriate action.