

JGA Chair Michiaki Hirose Press conference on 23 April 2020
Summary of remarks

1. Response of JGA under the state emergency declaration

- State emergency declaration was issued on April 7 for the seven prefectures including Tokyo, and it was expanded to the whole country on April 16. In response to this, the Japan Gas Association is proceeding two major efforts as follows.
- The first is the thorough implementation of business continuity measures. Since the gas business is essential for people's lives, on April 8, JGA asked each member company to reconfirm and thoroughly confirm its efforts toward business continuity, both inside and outside the target areas of the emergency declaration at that time.
- JGA also requested a reduction of at least 70% of employees to work, excluding the work required to maintain the social functions defined in the business continuity plan.
- The second is a flexible response to the payment of gas charges. The gas utility is also a member of the local community, and as a business operator in the community, it has already taken measures such as postponement of payment of the gas fee to those in need since March. Regarding this measure, the first payment deadline is approaching, so we asked each member company to consider additional measures such as further extension of the deadline and expansion of the number of eligible people.
- We are carrying out detailed information exchanges with METI (the Ministry of Economy, Trade and Industry), and the request to each member company was made based on the request from the METI.

2. Response of gas companies due to the spread of new coronavirus infection

- The following is a case example of each company's efforts for business continuity.
- Regarding LNG procurement, non-contact type cargo handling is carried out when raw materials are received from ships from overseas. In addition, shift workers in the gas manufacturing department currently commute using private cars to minimize contact with other people. (Usually they commute using public transportation in urban areas.)
- At the time of work transfer, we utilize video meetings and large screens to keep a distance.

- With regard to customer support, some customers are currently requesting gas companies to refrain from visiting due to this current situation, so we try to obtain the customer's consent before visiting.
- Gas companies also carry out operations based on customer requests, such as gas opening and closing gas taps and equipment repairs, after thorough infection prevention. Furthermore, gas companies are working together with their business partners and cooperating companies to secure materials and equipment necessary for important tasks.
- For example, the four major companies (Tokyo Gas, Osaka Gas, Toho Gas, and Saibu Gas) have expanded the target month of payment grace from February to April to May, and added the target person to the individual as well. It is applying for approval from the METI to deal with companies.
- Although the future is still uncertain, we will continue to fulfill our mission and responsibility as an infrastructure operator based on stable supply and security.