

# CSR Performance Indicators

			Units	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	
Communication with Stakeholders	Aiming to Be Customer-friendly	Annual average of failure/outage time per household*1	minutes	46	13	18	4	5	
		Customer Center	Calls	One thousand calls	1,445	1,914	2,191	2,824	3,364
			Response rate	%	97.2	96.8	95.5	88.9	84.0
	For Shareholders and Investors	Institutional investors / analysts	Financial results/ management plan briefing	sessions	3	2	2	2	2
			Facility tour	tours	6	4	4	6	6
		Private investors	Company briefing	sessions	3	2	0	3	8
		Individual shareholders	Facility tour	tours	15	14	13	13	13
	For Local Communities	Number of traveling classes held		classes	408	381	499	437	428
		Number of workplace experience and study tours offered		tours	306	593	546	552	458
	Animating the workplace	Support for a Diversified Workforce	Hours worked per employee		hours	2,027	1,989	2,009	2,018
Number of days taken as paid annual leave per person			days	14.2	14.4	14.3	15.1	15.0	
Number of persons taking childcare leave			Male	persons	6	6	9	9	10
			Female	persons	172	155	157	173	182
Number of persons taking nursing care leave			Male	persons	1	1	0	3	2
			Female	persons	2	1	3	1	2
Percentage of employees who are physically/mentally challenged*2		%	2.07	2.10	2.26	2.32	2.39		
Occupational Health and Safety		Number of industrial accidents (Chubu Electric Power employees)*3		accidents	85	92	79	95	113
		Number of industrial accidents (Contractors)		accidents	50	41	66	77	58
Corporate Governance		Corporate Governance Structure	Development and operation of internal control	—	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly
	Ensuring Compliance Management	Number of queries received via the Helpline	queries	58	48	53	59	45	
	Fair and Equitable Transactions	Number of participants in procurement overview briefing	persons	536	546	550	552	539	
		Number of inquiries received from suppliers	inquiries	89	95	97	57	61	
	Intellectual Property	Number of participants in intellectual property seminars	persons	229	667	750	742	602	
Number of patents owned		patents	807	712	658	574	571		
Commitment to Environmental Conservation	Building a Low-Carbon Society	CO <sub>2</sub> emissions intensity (before reflecting CO <sub>2</sub> credits, etc.) (after reflecting CO <sub>2</sub> credits, etc.)		kg-CO <sub>2</sub> /kWh	0.516 0.373	0.513 0.509	0.497 0.494	0.486 0.482	0.485 *4
		SO <sub>x</sub> emissions (Thermal power generation)		g/kWh	0.03	0.04	0.03	0.03	0.03
	Coexisting with Nature	NO <sub>x</sub> emissions (Thermal power generation)		g/kWh	0.08	0.08	0.08	0.08	0.07
		Amount of waste generated		10 thousand tons	156.7	160.2	172.4	146.3	150.8
	Creating a Recycling Society*5	Amount of waste sent to outside disposal sites		10 thousand tons	1.7	1.6	2.1	1.0	1.3

\*1 The number of failure/outage minutes in fiscal 2012 is high due to the large number of typhoons that severely affected the region.

\*2 The figures indicated are those as of June 1 in the next fiscal year.

\*3 The definition of "accidents" at Chubu Electric Power was changed in fiscal 2012 from "when an employee receives continuous medical treatment" to "when an employee receives medical treatment."

\*4 The CO<sub>2</sub> emission intensities that reflect credits obtained from the methods stipulated in the Act on Promotion of Global Warming Countermeasures and that are adjusted based on the feed-in tariff scheme for renewable energy are yet to be determined. The data will be announced at the earliest possible opportunity after they have been established.

\*5 The figures above indicate the total value for member companies of the Chubu Electric Power Group Environmental Measures Committee. Starting fiscal 2015, the figures reflect waste emitted from member companies.