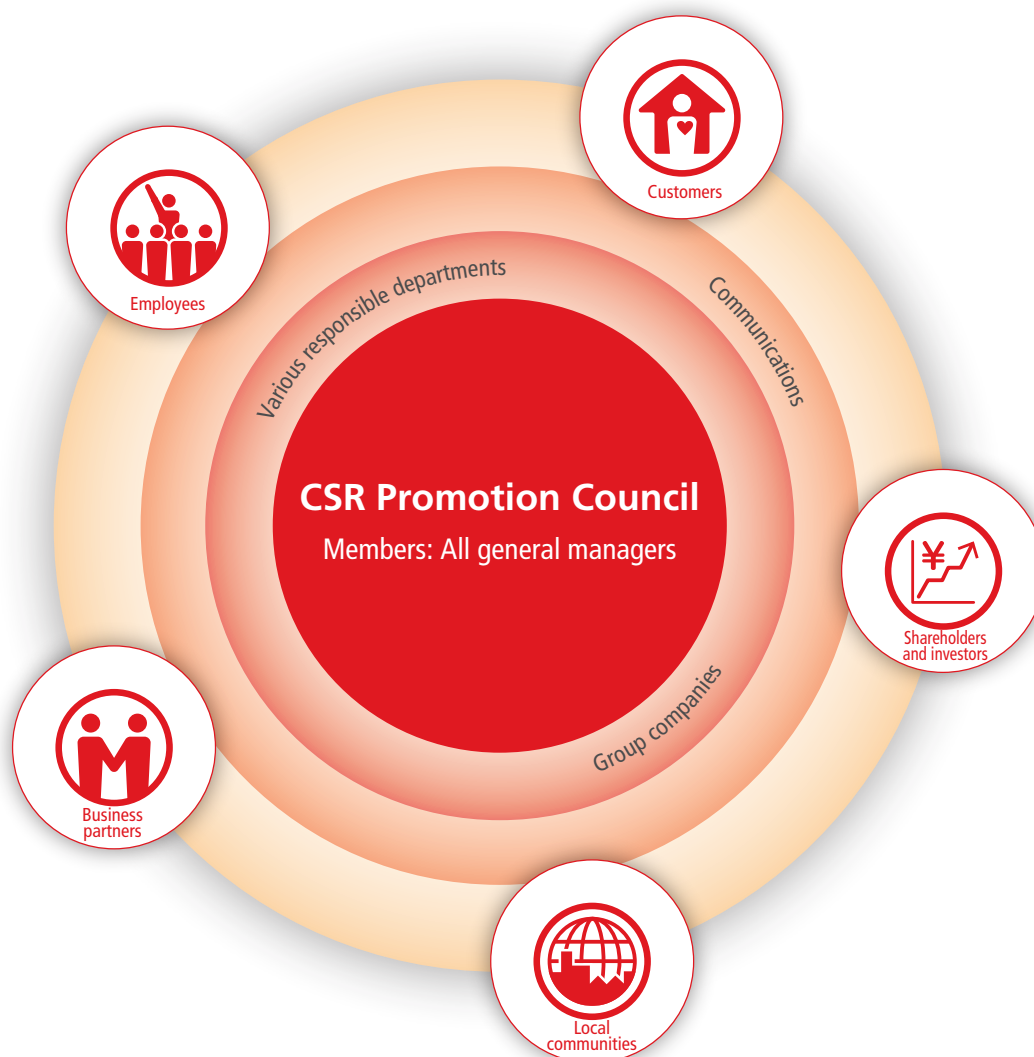


Communication with Our Stakeholders

In order to obtain the understanding of our stakeholders regarding the business activities of the Chubu Electric Power Group and to hear their opinions, we have been conducting steady interactive activities.

Furthermore, in order to promote company-wide communications with stakeholders and CSR activities, we have established the Chubu Electric Power Group CSR Declaration and the dedicated CSR & Innovation Promotion Group within the Corporate Planning & Strategy Division.

In addition, while ESG initiatives are an integral part of our management plan and are led by the CSR Promotion Council, made up of all general managers and chaired by the general manager of the Corporate Planning and Strategy Division, we are making company-wide, cross-functional efforts to improve the disclosure of ESG information to our stakeholders.



| Chubu Electric Power Group CSR Declaration |

Fulfilling our responsibilities and meeting public expectations

Chubu Electric Power Group, as a corporate group of sustainably growing businesses meeting a wide range of energy needs, contributes to the development of a sustainable society by giving top priority to safety and striving to both provide a stable supply of energy and protect the global environment.

We aim to accomplish these goals by allowing the individuality of group companies to be fully expressed while achieving group synergy in enterprises within our core competence in energy.

We manage our businesses in a fair and sincere manner by observing national and international laws, following regulations and social rules, respecting corporate ethics, giving priority to dialogue with all our stakeholders, and maintaining high levels of transparency and openness in our business activities.



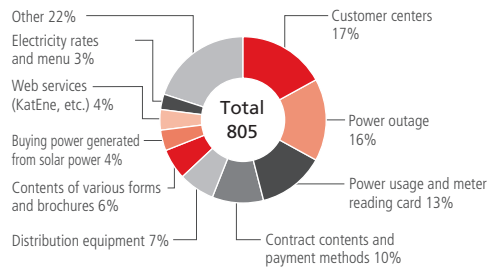
Customers

Individual and corporate customers

- Interactive activities with customers at sales office counters, customer centers, with sales representatives, etc.



Breakdown of customer feedback by type (fiscal 2018)



Total number of customer feedback **805**

Examples of improvements based on customer feedback

Start of a smartphone app "Power Outage Information Service"

Customer feedback	<ul style="list-style-type: none"> • Is there any way to disseminate power outage information to users in a wider geographic area in the case of, for example, a power outage due to a typhoon? • I have multiple electricity contracts and there is no way to know the occurrence of a power outage at a place other than the place where I actually live.
Improvement	<p>We have started a smartphone app "Power Outage Information Service" in January 2019. This app sends push notifications when a power outage occurs and power recovers from outage in a particular area or contracted location set up in the app in advance. It also displays a power outage map that highlights the outage area in color and provides detailed information. Multiple areas can be set up provided that they are within the supply area of Chubu Electric Power. The app also has a chat function and we respond to any inquiries about electrical facilities via chat.</p>

Visualization of electric power usage in the current month with KatEne

Customer feedback	<p>KatEne would be more informative if it can display daily electric power usage on its screen. For example, it would be great if KatEne can display information like "the power usage through yesterday is about so-and-so yen."</p>
Improvement	<p>We have upgraded the KatEne website to display the approximate amount of electricity rates through yesterday (daily and cumulative amounts). This service is available only for customers for whom a smart meter has been installed.</p>



Shareholders and investors

- Company briefings for individual investors
- Individual interviews with institutional investors and individual shareholders
- Facility tours for individual shareholders

Number of participants in the institutional investor and analyst briefing **230** participants
FY2018 results

An aggregate of



Local communities

- Facility tours and exchange of opinions for female consumer monitors
- Exchange of opinions with Mie University about the environmental report and our annual report.

Number of female consumer monitors **572**
As of the end of March 2019



Business partners

- Holding procurement overview briefings.
- Conducting surveys about compliance and other matters.
- Establishing helplines (by company).

Companies participating in briefings **305**
April 2019



Employees

- Executive "Caravan"
The Senior Management visits all business facilities and directly talk with the front-line employees. (Held every year since 2011.)
- Informal meetings held between branch managers and young employees.
- Promoting lively workplace social events.

Participants in the Executive "Caravan" opinion exchanges **645**
FY2019 results

