

Medium-Term Management Plan 2022-2025

3

Create diverse value

We are expanding our services to meet diversified customer needs and enhance customer convenience, while leveraging our assets and expertise to broaden our business areas.

Expanding services to enrich lives

We launched a new brand, Toho Gas Kurashi, as a lifestyle partner for individual customers. We enhance customer contact points by improving our digital platforms and provide new businesses and services primarily in the areas of living, food, and health and caregiving.

Expanding customer touchpoints and diversifying service offerings

Club TOHOGAS – A website offering valuable benefits and convenient procedures

We offer a web-based membership service that offers customer convenience and rewards as part of our effort to make beautiful tomorrows.

Customers who sign up get access to their monthly gas and electricity bills in a timely manner and easy-to-understand format. This paperless billing also protects the environment by reducing the use of paper.



Make beautiful tomorrows



Basic service

Access an easy-to-understand monthly gas and electricity bill on a browser



Benefit 1

Enjoy unlimited access to our "Gasuteki Column," which offers engaging and practical lifestyle tips.



Benefit 2

Earn GASUTEKI Points and enjoy exclusive benefits!

Customers also get access to our newsletter "GASUTEKI Column," which is filled with fun and useful information, and the opportunity to earn "GASUTEKI Points," which accumulate in accordance with your gas and electricity contracts and can be used to pay your bills. All of this can be conveniently done from a smartphone or computer.

As of March 31, 2024, about 990,000 customers already signed up, and we are working to enhance the service as a digital point of contact with our customers.

Revitalizing communities with the Franomista (One-drink subscription)

For a monthly fee of 550 yen (tax included), subscribers to the Franomista service can enjoy a free daily beverage at participating restaurants and one free beverage at each restaurant from the second visit onwards. As an energy provider, we aim to bring more smiles to people and the community by helping raise a glass and bringing more cheers to Japan.



Currently, the Franomista service model is called the "One-drink subscription," and we are expanding the service nationwide, primarily among energy providers. By subscribing to any service, including Franomista, users can access various services in any region, with the aim of revitalizing communities throughout Japan.

Note: 2,319 restaurants participate in the "One-drink subscription."
* Of those, 504 participate in the Franomista service. (As of May 2024)

Launching the Toho Gas Hikari fiber internet service

We launched a new internet provider service called Toho Gas Hikari Powered by USEN NETWORKS. This service provides a convenient internet environment by using optical fiber lines that combine stability and high speed. We will meet diverse customer needs in the telecommunications service sector by providing high-speed internet plans, Wi-Fi routers, and other peripheral products.



Launching the Toho Gas Kurashi Soko site

Toho Gas Kurashi Soko is our e-commerce site. Launched in 2022 as part of the Club TOHOGAS customer website, it provides products for everyday life.

We plan to expand the products and services available to provide new value to lifestyles with a focus on food, health, security, and disaster preparedness, based on the concept of creating lifestyles.



Medium-Term Management Plan 2022-2025

3

Create diverse value

Expanding services to support business

We are enhancing business customer support by expanding our services that provide solutions to increasingly complex and sophisticated business needs.

Expanding products and services

Promoting our TOHOBIZNEX service

TOHOBIZNEX, a web-based membership service with total business support, provides business solutions for customers in various sectors. With services such as CNxP business, which helps customers achieve carbon neutrality, and GreenConnex, which visualizes CO₂ emissions per product unit, we can help customers achieve low-carbon and decarbonization goals while offering greater convenience and a wide range of useful information to business customers primarily related to energy services, which is our strength.



Expanding business areas utilizing assets and know-how

Utilizing real estate holdings

Planning development of residential land and detached houses in Ichinomiya

As part of our utilization of real estate holdings, Toho Gas Real Estate Development Co., Ltd. planned the development of residential land and detached houses (16 lots) in Imaise-cho, Ichinomiya, obtained development permission and began construction in May 2024, and started sales in July 2024. They expect to sell residential land and pre-built homes starting in FY2025.

Introducing a radar trajectory measuring device at Howa Minato Golf driving range

Toho Gas Real Estate Development Co., Ltd. operates several sports facilities in Minato AQULS (Minato Ward, Nagoya) for use by the local community. At the Howa Minato Golf driving range, we introduced the Trackman Range radar system in April 2024 to accurately measure the distance and trajectory of hit balls. This system has been well received by a wide range of customers, from those who want to improve their game to those just having fun.



Radar trajectory measuring device (Trackman Range)

External sales of manufacturing and supply technologies

Sale of gas differential pressure power generation system

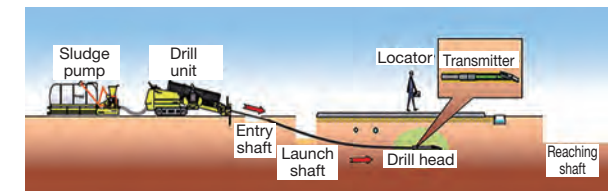
Toho Gas has developed compact power generation equipment that utilizes the pressure differential of unused energy from city gas and is preparing for external sales. By integrating a turbine and generator into a single unit, we have succeeded in significantly reducing both installation space and cost.



Turbine generator

Third-party development of pipeline engineering services

Toho Gas Network Co., Ltd. offers unique pipeline engineering services, such as trenchless pipe installation, repair and rehabilitation, and remote monitoring systems, to other gas companies. They are also working to grow as a versatile infrastructure provider, such as by collaborating with water utilities with whom they have a strong affinity in maintenance and management operations.



New trenchless pipe installation method

Medium-Term Management Plan 2022-2025

3

Create diverse value

Expanding business in new areas

We will leverage our assets and expertise to explore and commercialize new areas that contribute to addressing social issues and promoting regional development while strengthening our relationship with startups through flexible direct investment.

Land-based farming of Chita Cool Salmon

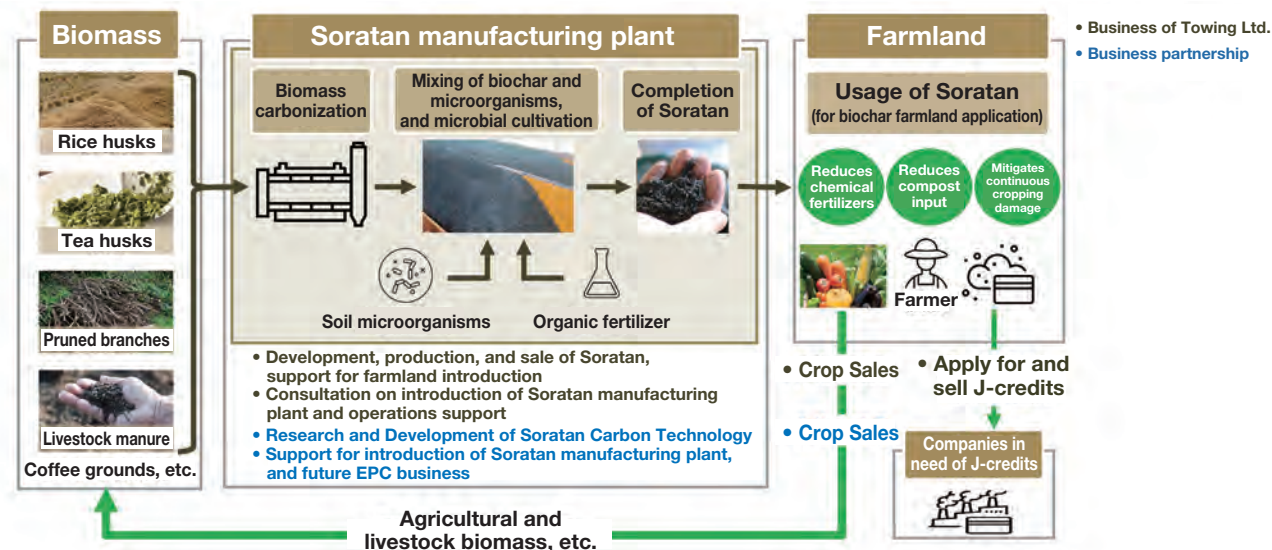
In FY2021, we started phase two of demonstration testing of land-based farming of Chita Cool Salmon using unused cold energy from LNG at Chita-Midorihamma Works. In FY2023, we began commercialization efforts based on the results of our demonstration tests, and in FY2024, we aim to produce five times more salmon than during phase two (approximately 12 tonnes).



Chita Cool Salmon

Recycle-based low-carbon agriculture

We are promoting the commercialization of recycle-based low-carbon agriculture through open innovation with investee company Towing Ltd.* In FY2023, we entered into a business alliance agreement with Towing Ltd., designed and



Example of collaboration with a super recycling society based on sustainable next-generation agriculture

constructed a Soratan manufacturing plant, and began R&D of plant equipment. Moving forward, we will steadily continue with Soratan plant construction with the aim of developing peripheral businesses for the cultivation and sale of crops.

* Towing Ltd. is a startup company spun off from Nagoya University that uses technology to upcycle unused biomass into a superior, high-performance agricultural biochar called "Soratan."

Providing solutions to local governments with Toho Gas Tsunagu Tech

We launched a new service, Toho Gas Tsunagu Tech, to provide solutions to administrative and regional

issues facing local governments. One of the services available is the "Regional gift certificate one-stop service," which provides complete support for the planning, management, and digitization of premium gift certificates issued by local governments.

In the future, we will expand the services available to include childcare support as well as DX and improved operational efficiency of various consultation services. In this way, we are developing services that provide community-based solutions.

