

Hiroshima Gas Group



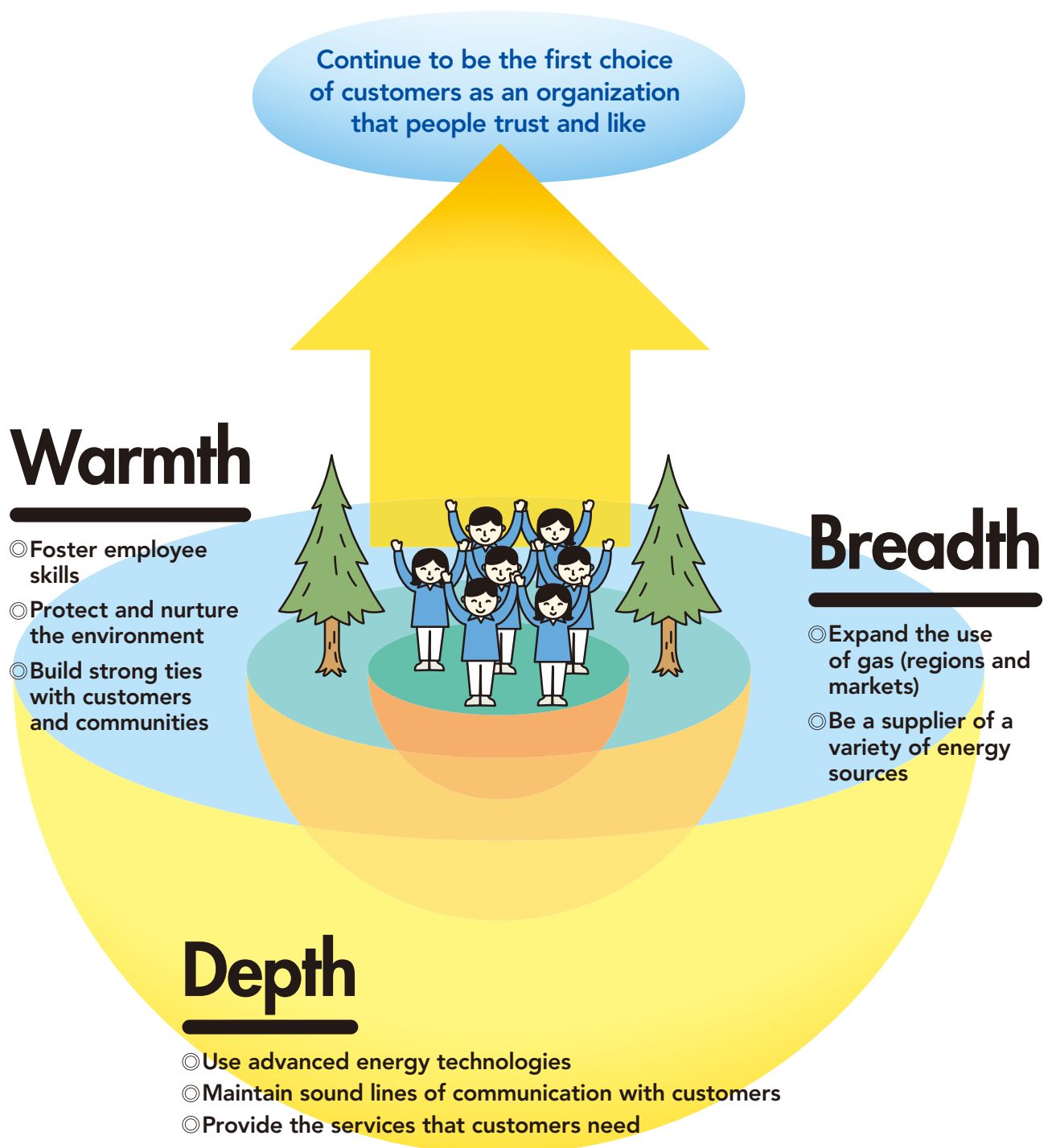
The Hiroshima Gas Group 2020 Vision
A foundation for another century of progress



Energizing communities with energy and warmth of people

The Hiroshima Gas Group — Dedicated to service with more breadth, depth and warmth

The Hiroshima Gas Group is starting to take actions today to achieve goals for 2020 as well as aim for goals as far away as 2030 and 2050. We are determined to grow with the regions we serve as an organization that people trust, like and choose over others.



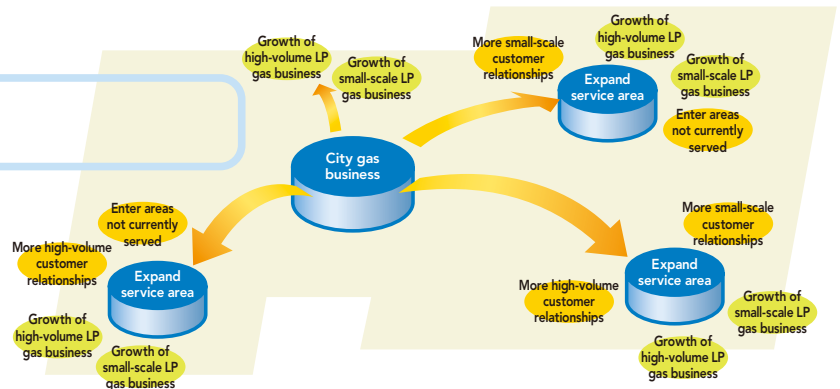


Help create a low-carbon society by increasing the use of gas as an energy source and adopting advanced energy technologies

The Hiroshima Gas Group is dedicated to playing a role in creating a low-carbon society. One way is by increasing the use of natural gas and LP gas. We want to supply electricity, heat and other forms of energy while using advanced energy-use technologies and accurately targeting customers' needs. Another way is supplying energy to offset fluctuations in the output of renewable energy sources by combining energy from gas with solar, wind, biomass and other renewable forms of energy to achieve the best possible balance.

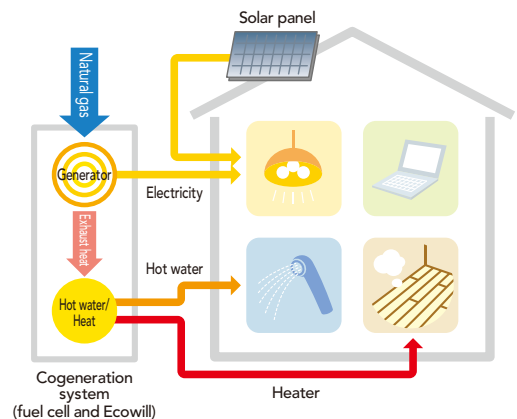
1 Increase the use of gas

From a long-term perspective, we will invest in our city gas production and supply infrastructure while taking actions for increasing the use of natural gas and LP gas, which are environmentally responsible fuels.



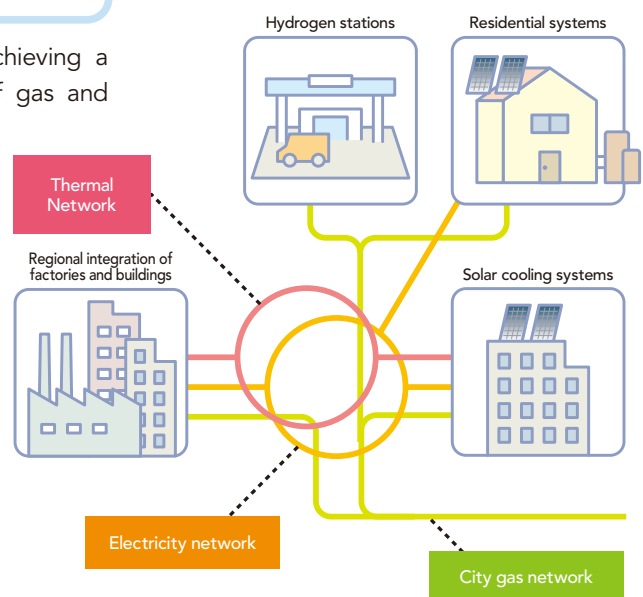
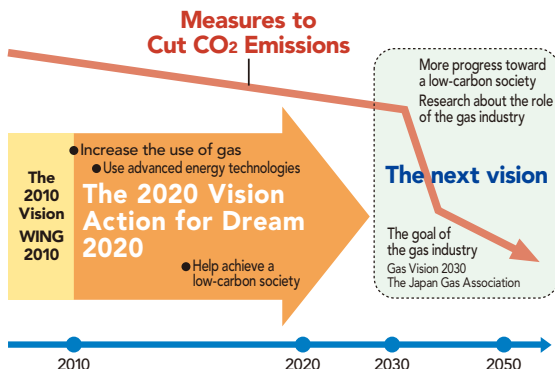
2 Use advanced energy technologies

For households, we offer fuel cells and the W power generation system that combines Ecovill (gas engine cogeneration) with solar power. For businesses, we offer cogeneration systems and other energy sources. We plan to continue increasing the use of these systems that use advanced technologies for outstanding efficiency.



3 Initiatives to achieve a low-carbon society

We will contribute to making more progress toward achieving a low-carbon society. Offering customers the best mix of gas and renewable energy, a sector where growth is expected to continue, is one way. We are also considering a regional hydrogen supply network and other measures.



The Smart Energy Network



Provide services that achieve customer satisfaction

Customers' needs are becoming more diverse and demanding along with changes in society and life styles. The Hiroshima Gas Group is dedicated to remaining the first choice of residents of its service area. We plan to do this by accurately identifying customers' needs from their perspective. We will then provide services that are environmentally friendly and improve the comfort of places where people live and work.

1 Face-to-face services

We will place importance on every customer contact as an organization that values direct people-to-people interaction.

We will deliver energy for everyday life along with warmth of employees.

2 Better and more thorough services

We will increase our involvement in services associated with the supply of energy.

We will use our core gas business to be a source of services that improve the lives of customers and help protect the environment.

3 Safe and confident services

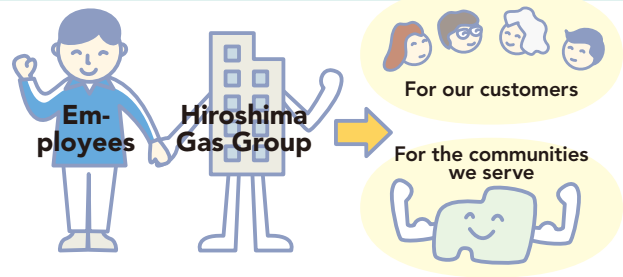
We will further upgrade the reliability and security of our operations so that customers can use energy with safety and confidence.





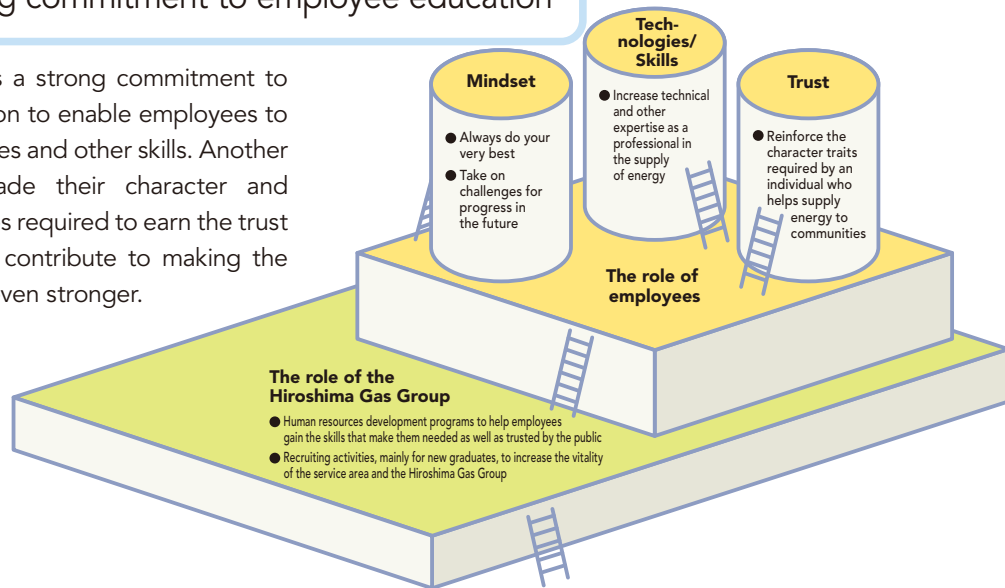
Move forward with residents of communities served as a team of energy professionals

As a corporate group that supplies energy, the Hiroshima Gas Group is dedicated to operating with fairness, transparency and openness. We will continue to aim for growth and progress with the areas we serve. And remain a corporate group most loved.



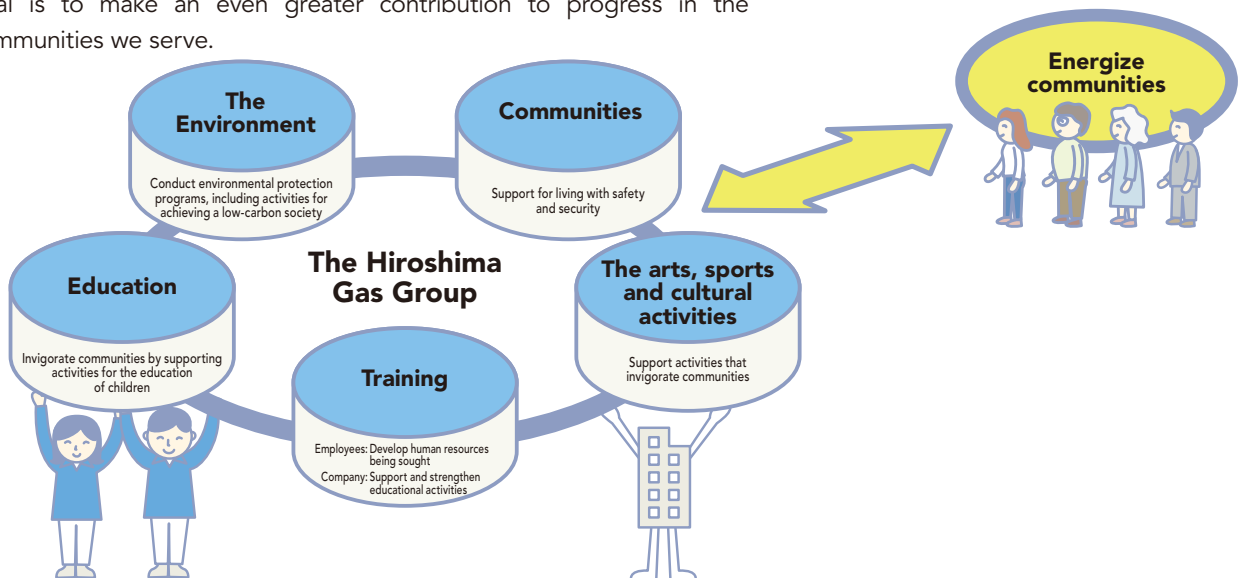
1 A strong commitment to employee education

Hiroshima Gas has a strong commitment to employee education to enable employees to acquire technologies and other skills. Another goal is to upgrade their character and develop capabilities required to earn the trust of the public and contribute to making the Hiroshima Group even stronger.



2 Corporate citizenship and the environment

As a corporate group that supplies energy, the Hiroshima Gas Group will conduct numerous activities that help invigorate its service area. Our goal is to make an even greater contribution to progress in the communities we serve.



We envision a future where people can see their dreams come true

Over the years, the Hiroshima Gas Group has evolved to reflect changes in our markets and society. As we changed, we have offered even greater convenience and comfort and increased efforts to protect the environment. Much work must be done in order to create a low-carbon society as we look ahead to 2030 and 2050. We envision a future where people of all ages can live in comfort and safety.

The Hiroshima Gas Group will continue to upgrade its resources and expertise as energy professionals in order to accomplish our goals.

Action 1

A low-carbon society P2

We will play a role in creating a low-carbon society primarily by increasing the use of gas, mainly natural gas, and using advanced energy technologies.



Action 2

Provide services from the customers' perspective P3

We will examine our services and other operations from the standpoint of our customers. Our goal is to help create life styles that are comfortable and environmentally responsible.



Action 3

Build a team of energy professionals that contribute to communities P4

We will become an even more transparent, fair and open organization that has a reputation as a regional leader in its dedication to employees, communities and the environment.

