Social

Customer Satisfaction Summary

Basic approach

With “Service First” as its corporate motto, the Daigas Group strives to ensure that customers can use its products and services in a safer and more convenient manner. To do so, we believe it is important to develop and provide services that meet customer needs, improve security and service quality, and appropriately provide customers with information regarding safety aspects of our products and services. To provide services in excess of customer expectations, we are listening to their voices through various contacts with them, with the aim of improving our products and services.

In the Medium-Term Management Plan 2026, we have positioned co-creating advanced, diverse solutions that meet customer values as one of our materiality.

Theme	Items to be addressed	Specific initiatives
Proposing new value to customers P.122 Customer satisfaction P.123	• Provision of diverse solutions beyond energy • Enhancement of pricing options in line with different needs • Maintenance and improvement of service levels by collecting and analyzing customer feedback and reflecting it in operations • Creation and sharing of manuals for each duty, aiming for higher level of service • Promotion of awareness-raising activities through training for managers and persons in charge Materiality: Co-create advanced, diverse solutions that meet customer values	**Policy and promotion system** The General Manager of the Energy Solution Business Unit plans the basic policy for customer satisfaction improvement activities in accordance with the “Customer Service Rules,” and the head of each organization in charge formulates and implements specific measures. **Initiatives undertaken in FY2026** • Developed new services to transform the customer experience • Proposed energy and living services to solve customers’ concerns • Conducting a questionnaire after completing a duty, analyzing and sharing it within the Company, and reflecting it in the improvements in duties • Introduced generative AI for customer feedback analysis system, and implemented an improvement cycle through rapid sharing of the feedback and highly precise cause verification

KPIs based on the materiality	Initiatives undertaken in FY2026
Number of customer accounts	10.89 million accounts
Customer satisfaction rate	93%