Customer Satisfaction

Principle and Outline

The Daigas Group believes that building various customer touchpoints through our gas and electricity services, as well as services that support lifestyles and businesses, serves as a critical platform for solving social issues and co-creating new value. In addition to co-creating advanced, diverse solutions that meet diversifying customer values and can solve global social issues, we are working to strengthen the relationships of trust with customers that are fundamental to these efforts.

Since FY1989, Osaka Gas has conducted the Customer Satisfaction Survey with the aim of improving customer satisfaction, which is a sign of the trust placed in us by customers. The survey covers five duties that directly deal with customers: opening of gas lines, repair of gas appliances, sales and installation of appliances, regular security patrols (gas facilities inspection), and response to telephone inquiries (at the customer centers). After completing each duty, we ask customers to provide their feedback in a questionnaire, and in FY2026, we received approximately 35,000 responses to the questionnaire.

The results of this survey are reflected in our efforts to improve daily operations and enhance CS awareness among the Group employees and Osaka Gas service chain employees.

The results of this survey are also reflected in KPIs based on material issues. We manage our progress toward achievement of our goals and redouble our efforts to achieve higher levels of customer satisfaction.

Proposing New Value

Diverse pricing options to meet the needs of society and our customers

The Daigas Group offers a range of electricity rate plans in line with customers' usage.

For individual customers, we offer various plans to meet different lifestyle needs, including the Gas-Toku Plans, in which customers can benefit from lower rates based on their gas appliances and gas usage, and the Style Plan E, which supplies customers with environmentally friendly electricity from effectively 100% renewable energy.

For corporate customers, Daigas Energy Co., Ltd., a wholly-owned subsidiary of Osaka Gas, acts as our agent in offering carbon-neutral city gas and the D-Green series of new electricity rate plans that supply electricity from 100% renewable energy sources.

Moving forward, we will continue to expand our range of optimal rate plans in line with the needs of society and our customers.

Proposing New Value

"Sumikata Services": A range of home repair and other services to support comfortable, safe living

Osaka Gas provides a wide range of services under the umbrella of "Sumikata Services" for residential customers, which extend beyond gas and electricity, to support the comfort and safety of people's home living environments.

Sumikata Services include plumbing repair, air conditioning repair, home repair, house cleaning, and other services as part of "Kaketsuke Service," which involves the dispatch of personnel to the customer's home. Other services include disaster-management and crime-prevention services covering gas alarms, fire alarms, home security, and more. For example, personnel from the Osaka Gas service chain, with expertise gained through the repair of gas equipment, quickly accept and respond to service requests to repair water-related problems in the kitchen, bath, sink area, or toilet.

In June 2020, we started providing services, such as housekeeping and garden tree care, in collaboration with Duskin Co., Ltd., and from October the same year, we began the provision of services to respond to trouble with PCs and IoT devices in partnership with Japan PC Service Co., Ltd.

Through Sumikata Services, we respond to a wide range of problems faced by our customers in collaboration with the Osaka Gas service chain and diverse alliance partners. The membership of the services currently exceeds 500,000.

Efforts to Improve Customer Satisfaction in Each Duty that Directly Deals with Customers

Prompt, precise phone service connects customers to the relevant company division

In 1985, Osaka Gas opened its “Customer Centers” as a one-stop service portal for customers with inquiries and applications for service. The center takes telephone inquiries on all matters relating to gas and electricity, such as starting and stopping a gas and electricity service, inquiries about gas and power bills, requests to change payment methods, and repair of gas appliances. On the Osaka Gas “Internet Reception” page, customers can easily apply for services related to moving to a new home, inquiries on gas bills, and changes in the day of equipment surveys. And for the hard of hearing, we have a facsimile service for handling inquiries. With our company-wide “Hello System,” applications and inquiries are relayed from the “Customer Centers” to the relevant Osaka Gas division to ensure that customers always get a prompt and appropriate response.

For the sake of greater customer convenience, we have been offering toll-free numbers and a phone service even on Sundays and holidays to take gas appliance repair requests 24 hours a day. Since April 2020, we have been using the Voice Digital Transformation (DX) Consulting Model* provided by NTT Communications Corporation to launch a reception service in which AI (artificial intelligence) automatically responds to customer calls by voice, and are gradually expanding the range of reception cases, such as accepting changes to payment methods.

Aiming to further improve service in additional ways, we will optimize the assignment of Customer Center operators and introduce an automated attendant system. We will also continue our efforts to further enhance our system for accepting requests, applications, etc. online.

* The Voice Digital Transformation (DX) Consulting Model is a solution that automates the entire process, from response at the contact center to clerical processing, by combining an interactive AI engine and application programming interface (API; a system for sharing the functions of software)

■ Hello Network of Osaka Gas



Opening of gas lines

The opening of gas lines is an essential process to ensure that customers can use gas safely when starting to use gas in a new location.

Staff visit at the date and time requested in advance and, with the customer present, check for gas leaks and the safety of the intake and exhaust equipment of gas appliances and provide safety guidance.

Applications to open gas lines can be made by phone through the Osaka Gas Customer Center or via our website. For customers who apply online, we have also started sending a confirmation email and a reminder email the day before that include a URL for a “Gas-Opening Video (Nukumori-san)” that explains the process for the day, the need for someone to be present, and other information. Moreover, in response to feedback from customers who have moved into new homes where they do not know how to use the installed gas appliances, we provide explanations on how to use gas water heaters and stoves. We have received positive feedback on these initiatives from many customers through questionnaires.



Repair of gas appliances

For the repair of gas appliances, we accept requests for repairs 24 hours a day, 365 days a year, and visit our customers’ homes to repair their appliances. In addition to accepting requests by phone at Osaka Gas’s customer center, we also accept them on our website, where customers can inquire about the details of their problems and receive advice on issues that can be resolved without our visit. Osaka Gas’s service chain partners hold a large inventory of parts of hot water appliances, for which there are particularly many requests for repair, so that we can repair them on the day of our visit. As a result, the completion rate of repairs on the first visit reached 90% and the satisfaction rate for the number of days from acceptance to completion of repairs 98%, indicating that our repair speed is highly evaluated by our customers.

Sales and installation of appliances

For the sales and installation of appliances, Osaka Gas’s service chain partners, which operate in approximately 200 locations in the Kansai region, provide community-based services that can respond quickly and meticulously to customer requests. In order to help our customers live safe and comfortable lives through a wide range of operations, our experienced staff members provide various services, including proposals for appliances, quotations, contracts, installation, and after-sales service. We created a video explaining the details of installation work, based on the comments from customers who have signed a contract for purchasing a gas stove regarding advance explanations of the installation work, including “I would feel more secure if I knew the details of the work in advance.” We use this video at the time of sale or installation so that customers can see in advance what work will be performed on the day, and thus the appliance can be delivered with customers having a greater sense of security.

Regular security patrols

In regular security patrols, inspections of gas facilities for gas leaks and ventilation equipment (gas water heater/gas water boiler) are conducted at least once every four years* in accordance with the Gas Business Act to ensure safe and secure use of gas. The work on the day of the inspection is carried out by workers who have received appropriate technical training. In addition to the inspection items stipulated by law, we have set items for voluntary work, such as checking the ignition of some gas appliances and measuring the carbon monoxide concentration in the exhaust gas, in an effort to call attention to the safe use of gas. Additionally, as we require the customer’s cooperation during the inspection, we mail a notice of the visit date in advance, and if the date is not convenient for the customer, we accept requests to change the visit date. In addition to applying by phone, we also make it possible to apply online in an effort to reduce the burden on our customers.

* Patrols are conducted at least once a year for specific underground malls and specific underground rooms.

Accuracy in Advertising

Ensuring complete accuracy and honesty in advertising based on the code of conduct

Advertising activities and product labeling are important means for many customers to accurately understand the products and services of Osaka Gas, and they are important factors for customers to make decisions when selecting products and services. Therefore, we strive to provide and display appropriate information about products and services based on “7. Complying with anti-monopoly laws and regulations, and conducting fair transactions,” and “10. Interacting with customers appropriately” in the Daigas Group Code of Business Conduct.

Responding to rising popularity and demand among our customers for environmentally friendly products, whenever the degree of energy-saving effects of a product is printed in our catalog, as a rule we ensure the accuracy by double-checking the manufacturer’s claims of the product’s performance data and confirming those numbers internally.

As for the safety of products and services offered by the Daigas Group, we are managing the development and quality control as well as appropriate labeling and information disclosure for all Osaka Gas brand products in line with the technological standards stipulated under the Gas Business Act and the Law Concerning the Securing of Safety and the Optimization of Transactions of Liquefied Petroleum Gas and guidelines set by the Japan Industrial Standards (JIS) and the Japan Gas Appliances Inspection Association (JIA), as well as in-house rules.

Introducing energy saving information and a safety guide on our website

The Daigas Group uses various media to provide customers with a wide variety of useful information for daily life regarding energy saving so that they can use energy efficiently. “Kurashi no Hinto Zukan” on the Osaka Gas Website contains a collection of hints regarding measures aimed at promoting energy saving at households and their expected benefits. Users of the website can access the content of a guidebook called “Anshin Guide,” detailing how to use gas safely, which they are to receive from Osaka Gas staffers visiting their homes for gas equipment surveys.

We have set up an online site called “Daigas STUDIO” to deepen people’s knowledge of Osaka Gas and increase their favorability of our company. Users of the service can access the most updated information about the Daigas Group and relevant topics through the website, Facebook and X (formerly known as Twitter).

In addition, we share information about our initiatives toward carbon neutralization, which are of great importance to society, on our website “The Daigas Group’s Challenge to Carbon Neutrality”.



