Electric Power Supply Agreement

（ Low Voltage ）

2024-7-31

Arcana Energy K.K.

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Ⅰ General Provisions

1. Applicability

We, the Company, shall provide electricity at low voltage (including the electricity bill) to the electric supply contract holders or users (hereinafter referred to as "customers") in accordance with this Electricity Power Supply Agreement (hereinafter referred to as this "Agreement"). This Agreement defines the conditions for supplying electricity and provides electricity accordingly. This Agreement applies to customers whose demand locations are within the supply area of the general distribution and transmission service providers (excluding Okinawa Prefecture and remote islands, which are subject to Article 2, Paragraph 1, Item 8 (i) of the Electricity Business Act).

2. Updates to this Agreement

(1) We may change this Agreement at any time (including changes to electricity rates based on Article 13, Paragraph 2 of the terms and conditions). In such cases, we will disclose the content of the modified Agreement and the effective date of such modification in advance on our website or by other methods that we deem appropriate (hereinafter referred to as "the methods we deem appropriate"). When such disclosure has been made, the modified Agreement shall come into effect and the terms and conditions of electric supply to customers shall be subject to the modified Agreement from the point of its effective date. If requested by the customer, we will provide a document stating the modified supply conditions.

(2) If the Company intends to change the supply conditions described in these General Terms and Conditions or other supply conditions under the electricity supply contract with the customer, the customer agrees in advance that the Company will explain the supply conditions and deliver written documents before and after the conclusion of the contract as follows, except as provided for in (3) below.

(i) If we provide an explanation of the supply conditions and deliver written documents before concluding the contract, we will do so by the methods we deem appropriate and only explain and describe the matters that require explanation and description related to the items we attempt to modify.

(ii) If we deliver written documents after the conclusion of the contract, we will do so by the methods we deem appropriate and state our name and address, the date of the contract, the modified items, and the identification number of the specific supply point.

(3) If the changes to the supply conditions specified in this Agreement or other supply conditions based on the electric supply contract with the customer are of a formal nature and are naturally required due to the enactment or abolition of laws and do not involve substantial changes to the electric supply contract, the customer agrees in advance that the explanation of the supply conditions and the provision of written documents before the conclusion of the contract will only include an outline of the matters requiring explanation regarding the proposed changes, without providing written documents after the conclusion of the contract.

(4) If the Agreement is concluded between the customer and our Company, we will promptly provide the customer with a written document containing the supply conditions related to the Agreement, including these Terms and Conditions, in a manner that our Company considers appropriate, and the customer agrees to this. If requested by the customer, our Company will provide the customer with a written document containing the supply conditions related to the contract.

(5) In the Electric Power Supply Agreement, if the consumption tax or other similar taxes are changed due to changes in laws and regulations, the amount equivalent to the consumption tax

or other similar taxes in the electricity supply price or other charges shall be recalculated based on the new tax rate. The customer shall pay the consumption tax or other similar taxes on the power supply price, installation fees, and other costs (hereinafter referred to as the "Electricity Charges, etc.") based on the changed tax rate.

2.2. Electronic Delivery of Statutory Documents

Our company can deliver documents required to be provided to customers under the Electricity Business Law or other laws by electronic means instead of paper delivery. This includes posting on our company's website, sending emails, and other electronic methods specified by our company (receiving electronic delivery requires internet browser software recommended by our company, email software, and PDF file viewer software like Acrobat Reader). You agree in advance to our method of electronic delivery.

3. Definitions

The following terms are used in this Agreement with the following meanings.

(1) Low-voltage

Standard voltage of 100 volts or 200 volts.

(2) Lighting

LEDs, incandescent bulbs, fluorescent lamps, neon tube lamps, mercury lamps, and other electrical equipment for lighting (including accessories).

(3) Power factor

The value defined in terms of AC power efficiency, which is the ratio of active power to apparent power.

(4) Small equipment

Refers to low-voltage electrical equipment, other than Lighting, mainly used in residential buildings, stores, offices, and the like, in a single-phase system. However, equipment that may interfere with the use of Lighting by other customers or pose a risk of such interference due to sudden voltage fluctuations, and cannot be used together with Lighting, is excluded.

(5) Low-power

Electrical equipment other than Lights and Small equipment.

(6) Contracted capacity

The maximum capacity (kilovolt ampere) that can be used under the contract.

(7) Contracted power

The maximum power (kilowatts) that can be used under the contract.

(8) Power consumption

The amount of electricity used by the customer which is measured every 30 minutes at the voltage level equivalent to the supply voltage using a measuring device installed by the power distribution company.

(9) Contracted current

The maximum current (ampere) that can be used under the contract.

(10) Meter reading date

The date on which the electricity transmission and distribution operator performed a meter reading or the date that is deemed to have been performed.

(11) Contracted main breaker

The circuit breaker specified under the contract that interrupts the circuit for a current exceeding the rated current and limits the maximum current used by the customer.

(12) Equivalent amount of consumption tax
The amount equivalent to the consumption tax imposed under the Consumption Tax Law and the local consumption tax imposed under the Local Tax Law.

(13) Renewable Energy Promotion Surcharge
The surcharge defined in Article 36, Paragraph 1 of the Act on Special Measures Concerning the Procurement of Renewable Energy by Electricity Utilities (hereinafter referred to as the "Renewable Energy Special Measures Act").

(14) Summer
The period from July 1st to September 30th each year.

(15) Other seasons
The period from October 1st to June 30th of the following year.

(16) Connection and supply agreement
The general terms and conditions established by the electricity transmission and distribution operator that regulate the content of the connection and supply contract, and which have been approved by the Minister of Economy, Trade and Industry based on Article 18, Paragraph 1 of the Electricity Business Act.

(17) Contracted load equipment
Contractually permissible load equipment.

(18) T&D Operator
The general electric power transmission and distribution business operator whose supply area is the location of customer demand.

(19) Connection and supply contract
Refers to the connection supply contract between the Company with the T&D Operator, which is necessary for the Company to supply electricity to the customer.

4. Units and fractional handling

In this Agreement, the units and the handling of fractions when calculating electricity charges and other fees shall be as follows.

(1) The unit of Power factor shall be 1%, and fractions shall be rounded off to the first decimal place.

(2) The unit of Contracted power shall be 1 kilowatt, and fractions shall be rounded to the first decimal place. If the calculated electric power is 0.5 kilowatts or less, the contract power shall be 0.5 kilowatts.

(3) The unit of Contracted capacity shall be 1 kilovolt ampere, and fractions shall be rounded to the first decimal place.

(4) The unit of power consumption shall be 1 kilowatt-hour, and fractions shall be rounded to the first decimal place. However, the unit of power consumption for every 30-minute measurement shall include decimal places.

(5) The unit of the total amount for calculation of electricity charges and other charges shall be 1 yen, and any fractional units shall be rounded down.

Ⅱ Regarding the Contract

5. Regarding contract locations

Generally, the Company only enters one electric power supply contract per customer location. However, in cases where an individual location requires power for both Lighting and Small equipment, the Company may enter multiple electric power supply contracts for that location.

6. Conditions for applying for an electricity supply contract

Only customers in the service area of the T&D Operator who wish to receive Low-voltage power can apply for our electricity supply contract.

7. Application for an electric power supply contract

(1) When a customer applies for an electric power supply contract with the Company, the customer must approve this agreement and apply using the form prescribed by our company. In addition, the electric power supply contract will be concluded when the Company accepts the customer's application.

(2) If there is a risk of damage due to voltage or frequency fluctuations, etc., the customer shall take necessary measures such as installing an uninterrupted power supply. In addition, if electricity is required for safety purposes, the customer shall specify the required capacity and take necessary measures such as installing a backup power generation system or battery storage system for safety.

(3) If the customer fails to pay the electricity charges and other obligations that the customer is required to pay stipulated in the electric power supply contract after the due date specified by the Company, then the Company may notify other retail electric power suppliers or agencies (hereinafter referred to as "Retail Electric Power Supplier") of the customer's name, address, payment status, etc.

8. Procedures for terminating the electric power supply contract with a former Retail Electric Power Supplier

In the case of switching from another retail electricity provider (hereinafter referred to as the "Former Retail Electric Power Provider") to our Company, the Company will handle the procedure for terminating the electric power supply contract (hereinafter referred to as the "Former electric power supply contract") with the Former Retail Electric Power Provider. If the Former Retail Electric Power Provider accepts the termination of the contract, the Former electric power supply contract will be terminated.

9. Start of electric supply

(1) In the case of switching from another Retail Electric Power Provider, the Company will start supplying electricity after completing the necessary procedures with the T&D Operator and after we have accepted the customer's application for an electric power supply contract. After the necessary procedures have been completed, the Company will start supplying electricity on the supply start date specified by the Company.

(2) When receiving new electric power service due to reasons such as moving, the Company will confirm the desired start date from the customer and begin providing service from the desired date. However, if electric power is used at the location without a contract with any electric power provider, and later an electric power supply contract is concluded with the Company, then the first day of usage shall be regarded as the start of supply.

(3) In (1) and (2), if the Company is unable to supply electricity on the supply start date due to circumstances beyond its control, such as the convenience of the T&D Operator, weather conditions, land conditions, etc., the Company shall notify the customer of the reason and, in consultation with the customer and the T&D Operator, set a new supply start date and supply electricity.

10. Duration of the contract

(1) The term of the contract shall be up until the day of the first-year anniversary after the start of supply of electricity after the conclusion of the electric supply contract. However, if there is no termination or change in the electricity supply and demand contract by the expiration of the contract period, the contract shall be continued under the same conditions every year after the contract period expires.

(2) If the contract period is renewed based on (1), the Company will explain the renewed contract period without providing a written document prior to the renewal, and after the renewal, shall notify the customer of the Company's name and address, the contract renewal date with the customer, the renewed contract period, and the supply point identification number by means deemed appropriate by the Company. The customer shall agree in advance to this matter.

11. Limitation of consent

If a customer who has applied for our electric power supply contract fails to pay the electricity charges or is deemed to be at risk of not paying, if there is a falsehood in the application content, if there are legal requirements, if there are circumstances with electricity supply and demand, if there are circumstances with electric power supply facilities, or if there are other impediments to business operations, the Company may not accept the customer's application for an electric power supply contract.

Ⅲ Contract type and electricity rates

12. Contract type

The contract types are listed in Appendix 1.

13. Calculation method of electricity charges

Electricity charges are calculated as follows for each contract type. Details such as the scope of application for each contract type, power supply method, supply voltage and frequency, etc. are as shown in Appendix 1.

(1) Arcana for Home

The electricity charges shall consist of the basic fee, charges for electricity consumption and the Renewable Energy Promotion Surcharge, calculated in accordance with Appendix 2 and Appendix 3(3), respectively, and applicable to the customer. The charges for electricity consumption shall be calculated by multiplying the amount of electricity consumed, as set forth in Appendix 2, by the unit price for charges for electricity consumption and then adjusting the resulting amount for the procurement adjustment amount calculated pursuant to Appendix 4. The procurement adjustment amount shall be the amount calculated in accordance with Appendix 4 (Procurement adjustment amount) and Appendix 4-1 (Power procurement cost adjustment).

(2) Arcana for Business

The total amount of the basic fee, electricity charges, and the Renewable Energy Promotion Surcharge will be calculated according to Table 3 of Appendix 2. However, the electricity charge will be calculated by multiplying the power consumption rate corresponding to the power usage in Table 2 of Appendix 2 by the power usage, and then applying the procurement adjustment amount determined by Appendix 4 based on fuel costs, etc. Note that the procurement adjustment amount is the amount obtained by adding or subtracting based on Appendix 4 (Procurement adjustment amount) and Appendix 4-1 (Power procurement cost adjustment).

(3) Arcana Low-Voltage

The basic fee, electricity usage fee, and the total amount of Renewable Energy Promotion Surcharge shall be calculated according to Table 3 of Appendix 2. However, the electricity usage fee shall be calculated by multiplying the electricity usage by the applicable unit price according to the electricity usage according to Appendix 2, and the amount obtained shall be adjusted by the procurement adjustment amount calculated according to Appendix 4. For electricity used in the summer period, the summer electricity rate shall be applied, and for electricity used in other seasons, the other season electricity rate shall be applied. The electricity usage fee shall also be adjusted by the procurement adjustment amount calculated by Appendix 4 based on the above amount. The procurement adjustment amount shall be the amount added or subtracted based on Appendix 4 (Procurement adjustment amount) and Appendix 4-1 (Power procurement cost adjustment).

13.2. Changes to Electricity Rates

(1) Our company may change the electricity rates under any of the following circumstances:

(i) If the former general electricity utility changes its basic charge or electricity usage charge (including changes to the terms and conditions that affect the pricing structure). The former general electricity utilities refer to Tohoku Electric Power Co., Inc., Tokyo Electric Power Energy Partner Corporation, Chubu Electric Power Miraise Corporation, Kansai Electric Power Co., Inc., Chugoku Electric Power Co., Inc., Shikoku Electric Power Co., Inc., and Kyushu Electric Power Co., Inc.

(ii) If there is a change in the tax rate for consumption tax or other taxes due to an amendment to laws.

(iii) If our company's electricity procurement costs increase or decrease due to amendments to laws related to the electricity business, changes in guidelines or other rules, changes in fuel costs associated with generation, changes in trading prices at the Japan Wholesale Electricity Exchange, or other various circumstances.

(iv) If there is a significant discrepancy between the electricity demand forecast submitted by the customer during the contract period (if there is no forecast, the electricity demand performance over the past year will be considered as the forecast) and the actual electricity usage by the customer.

(v) In other circumstances, if the basic charge or electricity usage charge (including the procurement adjustment amount) becomes unreasonable due to various reasons.

(2) If our company decides to change the electricity rates, we will notify the customer in advance using methods we deem appropriate.

Ⅳ Calculation and payment of electricity

14. Start date for application of electricity charges

The electricity rate will be applied from the supply start date, except in cases where the customer has requested a postponement prior to the commencement of supplying power.

15. Electricity rate calculation period

The calculation period for electricity charges shall be the period from the previous month's meter reading date determined by the T&D Operator to the day before the current month's meter reading date (hereinafter referred to as the "meter reading period"). However, if the Company notifies the customer in advance of the metering date (referring to the day on which the electric power consumption is read or the day maximum demand was recorded by the smart meter installed by the T&D Operator), the period from the previous month's metering date to the day before the current month's metering date (hereinafter referred to as the "metering period") shall be used instead.

In addition, when the electric supply is started, the calculation period for electricity charges shall be the period from the supply start date to the day before the subsequent meter reading date (or the metering date if the Company has notified the customer in advance, similarly hereinafter). If the electric power supply contract is terminated, the electricity rate calculation period shall be the period from the immediately preceding meter reading day to the day before the termination date.

16. Measurement of electricity usage

Measurement of electricity usage, etc. shall be conducted as follows.

(1) The measurement of the amount of electricity used will be performed by the T&D Operator using measuring equipment installed by the T&D Operator. The T&D Operator will notify us of the amount of electricity used every 30 minutes, which we will use to calculate the monthly electricity usage.

(2) If there is a period measured by a meter other than a smart meter, the T&D Operator will evenly allocate the measured usage of electricity during that period and treat it as 30-minute usage of electricity for each 30-minute interval.

(3) When the usage of electricity cannot be correctly measured due to a failure or malfunction of the meter, the electricity usage for that period will be determined based on Appendix 5, taking into account discussions between the customer and the Company, as well as discussions between the T&D Operator and the Company.

17. Calculation of electricity charges

(1) Except for the following cases, electricity charges will be calculated based on the calculation period of "one month".

(i) When the supply of electricity is started, resumed or stopped, or the Electric Power Supply Agreement is terminated

(ii) When there is a change in the electricity rate due to a change in the contract type, contract current, contract capacity, contract power, etc.

(iii) Other cases as deemed appropriate by the Company.

(2) In the case of (1), the calculation will be made on a prorated basis in accordance with the provisions of Appendix 6. When calculating on a prorated basis in the case of (1)(i), the number of days subject to proration includes the day of the start and end of supply but excludes the day of resumption and the day of termination. In addition, when calculating on a prorated basis in the case of (1)(ii), the revised electricity rates will be applied from the day of the change.

18. Electric bill payment obligation and payment due date

(1) The date on which the customer becomes obligated to pay shall be the date when the Company makes the request, following the meter reading date. However, in the case of Article 16 (3) of this Agreement, the date shall be determined through consultation with the T&D Operator. In addition, in the event that the Electric Power Supply Agreement is terminated, the date shall be when the Company makes the request, after the termination date.

(2) Customers will be billed in the month following the month in which the payment obligation arises.

(3) The Company will make available to the Customer the electricity charges and other billed amounts by means of electronic data registered on the Company's website (referring to the internet site used for making available electronic data on billed amounts for Customer browsing). At this time, the Company shall be deemed to have made a request to the Customer. However, it may take time to register on the website after the conclusion of the contract with the Company. If it takes time to reflect the billed amount on the website, the Company will send the billed amount to the email address registered by the Customer.

(4) The customer's electricity bill shall be paid by the date separately specified by the Company after the date of the billing by the Company. If the customer does not pay the fee after the due date, the Company will charge overdue interest according to the number of days from the day after the payment due date (including the day itself) to the payment date. Late interest is calculated by multiplying the billed amount (minus the amount equivalent to consumption tax, etc.) by a rate of 10% per year (even for periods that include days in leap years, the rate will be calculated per 365 days). The unit of the amount equivalent to consumption tax, etc. shall be 1 yen, and the fraction shall be rounded down. Payment shall be made together with the charges for which payment is due.

19. Payment methods and ways to check electricity charges and other fees

(1) Electric bills are billed monthly by credit card or bank transfer. "Credit card payment" refers to a method in which the customer enters a contract with a credit company designated by us, and that company pays the charges to our designated account on a continuing monthly basis. "Bank transfer" refers to a method in which the customer transfers the electricity charges from their designated account to the Company's account on a continuing monthly basis. In either case, the customer will need to apply using the form specified by the Company. Note that until the application for credit card payment or bank transfer is completed, the electricity charges will be paid every month by bank transfer as specified in (3), and the handling fee for the payment will be borne by the customer. In this case, when the customer pays the bank, it will be deemed that the payment has been made to us.

(2) When the customer pays the electric bill by Credit card payment, it shall be deemed that the payment has been made to us when the credit company transfers the payment to the account specified by us. When the payment is made by the Bank transfer method, it shall be deemed that the payment has been made to us when it is deducted from the account specified by the customer.

(3) For construction costs and other expenses, the customer will be asked to make payments through a financial institution designated by the Company via the bank transfer method (hereinafter referred to as "bank transfer method"), and the customer will be responsible for the handling fees associated with the transfer. In this case, payment to the Company shall be deemed to have been made when the customer made the payment to the financial institution.

(4) Regardless of (1) and (3), based on the Act on Special Measures concerning the Management and Collection of Claims Held by Financial Institutions, the Company may require payment through financial institutions designated by a debt collection company (hereinafter referred to as the "debt collection company") specified by the Company, via methods specified by the debt collection company. In this case, it shall be deemed that payment to the Company has been made when the payment is made to the financial institution specified by the debt collection company. Please note that the customer will be responsible for the payment fees.
(5) Electric bill payments will be applied in the order in which payment obligations occurred.
(6) Electric bills can be confirmed via the web page (My Page).

Ⅴ Use and supply

20. Implementation of services at the place of demand

If it is deemed necessary for the Company to enter the premises where electricity is used for the performance of this Agreement, or if the following tasks are carried out by the T&D Operator, with the customer's consent, the Company or the T&D Operator may enter the customer's land or building to carry out the necessary tasks. In this case, unless there are legitimate reasons, the customer shall consent to the entry and execution of the task. Upon request from the customer, the relevant personnel of the T&D Operator shall provide the prescribed certificate.

(1) Design, construction (including installation and removal), modification, or inspection of the T&D Operator's supply equipment or measuring instruments, as well as the electrical equipment of the power company within the premises of the demand site, up to the supply point
(2) Inspection and other work on the Customer's electrical facilities that are required by Article 43 of this Agreement
(3) Inspection of the Customer's electrical equipment, contract load equipment, contracted main breakers or other electrical equipment, testing necessary for preventing illegal use of electricity, and confirmation or inspection of the Customer's electricity usage purpose
(4) Meter reading or verification of measured values
(5) Tasks related to necessary measures due to supply termination and contract termination based on Article 28, 37, and 39 of this Agreement
(6) Other tasks necessary for the establishment, modification, or termination of the interconnection supply contract, or tasks necessary for the confirmation of safety of the T&D Operator's electrical equipment

21. Customer cooperation regarding use of electricity

(1) If the Customer's use of electricity may interfere with or is likely to interfere with the use of electricity by other customers due to the following reasons, or may cause interference with the electrical facilities of the T&D operator or other electricity business operators, the Customer shall install the necessary adjustive or protective equipment at the power consumption location at the Customer's expense. In particular cases, if deemed necessary, the Customer shall bear the cost of changing the T&D Operator's supply equipment or installing dedicated supply equipment by the T&D Operator to allow the customer to use electricity. The determination in this case shall be made at the point where the phenomenon causing the interference is most prominent.
    (i) When the load between each phase is significantly unbalanced due to the characteristics of the load
    (ii) When the voltage or frequency fluctuates significantly due to load characteristics

(iii) When the waveform is significantly distorted due to the characteristics of the load
(iv) When generating significant high frequencies or harmonics
(v) Other cases corresponding to (i), (ii), (iii), or (iv)

(2) When the Customer connects their power generation equipment to the T&D Operator's supply facilities for use, it shall be subject to the provisions of (1).

(3) When the Customer electrically connects their electrical equipment to the supply equipment of the T&D Operator, they must comply with technical standards related to electrical equipment, other laws and regulations, and the system interconnection technical requirements stipulated in the T&D Operator's Wheeling Services Agreement Appendix. Customers should also consider the condition of the T&D Operator's supply equipment and use a method deemed technically appropriate.

22. Maintaining a valid contract

If the Company is requested by the T&D Operator to modify the Connection and supply agreement to be appropriate for the type of electric use, the customer shall promptly modify this agreement accordingly.

23. Maintaining power factor

(1) The customer shall maintain the power factor of the load at the demand site at 90% or higher for "Arcana for Home" and "Arcana for Work" plans, and at 85% or higher for other cases.

(2) If a phase-advancing capacitor is to be installed, it will be installed by the Customer at the Customer's expense. In that case, one should be installed for each electrical device, but if it must be installed collectively for two or more electrical devices due to unavoidable circumstances, the power factor at light load will decrease due to the release of the phase advance capacitor, and the Customer must ensure that the leading power factor does not occur.

24. Cooperation in securing land

The customer shall cooperate in securing the necessary land for the construction and maintenance of the supply facilities owned or operated by the T&D operator in connection with the implementation of the electric supply.

25. Provisioning of locations for equipment

In the following cases, if the Company or the Customer is requested by the T&D Operator to provide a facility location for the equipment associated with the supply of electricity, or if the Company requests the Customer to provide the installation location of the necessary communication equipment to measure the Customer's power load, the Customer will provide these locations free of charge.

(1) When installing supply facilities such as service lines or connecting devices on the Customer's land or building intended for the Customer (or Customers when multiple Customers receive electricity through a common service line).

(2) When installing meters, their accessories (meter box, transformers, secondary wiring of transformers, communication equipment necessary for transmitting measurement information, etc.) and power analyzers (devices that measure power fact, etc.) necessary for calculating charges.

(3) When installing communication equipment, etc.

(4) When installing a current limiter or other appropriate device at the site of power consumption

26. Use of Customer's electrical equipment

The customer shall allow the following items owned by the Customer to be used by the T&D Operator free of charge.

(1) Ancillary equipment that the Customer has installed at their own expense (structures that support or house the power supply equipment installed on the Customer's land or building, as well as facilities attached to the Customer's building that are necessary for the installation of the power supply equipment).

(2) Supporting structures, such as service poles, installed by the Customer at the Customer's expense to attach overhead service wires.

(3) Ancillary facilities necessary for installation of underground service lines that the Customer has installed at the Customer's expense, including the following:

(i) Supporting facilities necessary for the installation of underground service lines, including iron pipes and conduits, and facilities installed by the Customer to secure the service lines on the walls of the Customer's land or building, such as anchor bolts, etc., for pulling and drawing the cable in the case of overhead service lines.

(ii) Foundation blocks (used to fix the connection equipment) and handholes installed on the Customer's land or building.

(iii) Other equipment relating to (i) or (ii)

(4) Accessories for the power meters installed by the Customer at their own expense, such as secondary wiring for the transformer.

(5) The Customer's electrical facilities in cases where the T&D Operator requests to use them to transmit data recorded by a smart meter.

27. Surveys and Customer cooperation

(1) Whether the Customer's electrical facilities comply with technical standards will be investigated by T&D Operator or a registered inspection agency commissioned by T&D Operator for all, or part of the tasks described in Paragraphs 1 and 2, in accordance with relevant laws and regulations. In this case, when necessary, T&D Operator or the registered inspection agency may request the Customer's consent to provide a wiring diagram of the electrical facilities. The Customer may request the relevant staff of T&D Operator or the registered inspection agency to present a designated certificate in this case.

(2) When the Customer completes the construction of modifications to their electrical facilities, they shall promptly notify our company as well as the T&D Operator or the registered inspection agency thereof.

28. Suspension of service

(1) In the following cases, the T&D Operator may suspend electric supply to the Customer without prior notice:

(i) Cases where, due to reasons attributable to the Customer, there is an urgent need to stop the supply of electricity to prevent safety risks.

(ii) In cases of intentional damage or loss of power meters or electric facilities in the Customer's demand location, causing serious damage to the Company or the T&D Operator.

(iii) When a person other than the T&D Operator connects the supply facilities of the T&D Operator and the customer's electrical equipment at the demand location.

(2) If the Customer falls under any of the following and the Company receives a warning from the T&D Operator, and if the Company warns the Customer but they do not improve the situation, the T&D Operator may stop providing service:
   (i) Where there is a safety risk due to reasons attributable to the Customer
   (ii) Using the distribution lines of the T&D Operator without authorization by tampering with the electrical equipment, or using electricity improperly
   (iii) In the case of the Low-voltage power plan, when Lighting or Small equipment are used.
   (iv) If the Customer refuses, without reasonable grounds, to allow entry for business operations or to comply with the demands of the T&D Operator as stipulated in this Agreement, or refuses to grant authority or cooperate with the T&D Operator as stipulated in this Agreement, or fails to provide notification to the Company or the T&D Operator as stipulated in this Agreement, contrary to Article 20 of this Agreement.
   (v) Failure to take measures required by Article 21 (1) and (2) of this Agreement
   (vi) If the Customer electrically connects to the service equipment of the T&D Operator in violation of Article 21 (3) of this Agreement
   (vii) When using load equipment outside of what is permissible according to the contract

(3) If any of the following applies and when requested by the T&D Operator to change to an appropriate contract and to make corrections to an appropriate usage condition based on Article 22 of this Agreement, if the customer does not comply with the request for change to an appropriate contract and correction to an appropriate usage condition, the T&D Operator may discontinue service:
   (i) When using more power than is contracted
   (ii) When the connection supply power is continuously below the contract power (if applicable).

(4) When electric service is stopped in accordance with this article, the necessary measures for the service stoppage will be taken by the T&D Operator, either at the facilities T&D Operator or at the Customer's electrical facilities. If necessary, the Customer may be required to cooperate in this case.

29. Resumption of service

In the event that the electric supply is suspended pursuant to paragraph 28 of this Agreement, when the Customer has resolved the issue that caused the suspension, the Company will request the T&D Operator to resume service.

30. Charges during the service suspension period

When electric supply is suspended in accordance with Article 28 of this Agreement, during the period of such suspension, the electricity charges shall be calculated based on the number of days by prorating the basic fee in accordance with Article 17(2) of this Agreement.

31. Penalties

(1) If the Customer falls under Article 28(2)(ii) of this Agreement and avoids payment of all or part of the electricity charges as a result, the Customer shall pay the default penalty equivalent to three times the avoided amount.

(2) The avoided amount referred to in (1) shall be calculated as the difference between the amount calculated based on the service conditions stipulated in this Agreement and the amount calculated based on the improper use.
(3) If the period of unauthorized use cannot be confirmed, the period determined by the T&D Operator shall not exceed six months.

32. Service or usage restriction and suspension
(1) In the following cases, the T&D Operator may suspend the supply of electricity during supply hours, or the Customer may be required to restrict or suspend the use of electricity.
(i) In the event that the electric facility maintained and operated by the T&D Operator breaks down or is likely to break down.
(ii) If it is unavoidable due to inspection, repair, modification, or other work on the supply equipment maintained and operated by the T&D Operator for this Agreement
(iii) In case of emergency or disaster
(iv) In other cases where it is necessary or for safety
(2) In the case of (1), the T&D Operator will notify the customer in advance by announcement or other means. However, this does not apply in case of emergency.

33. Discounts due to restrictions or suspension of use
(1) In the event that the electric supply is suspended, or the Customer's use of electricity is restricted or suspended, under Article 32(1) of this Agreement, the Company will calculate the charges with the following discount. However, if the cause of the suspension or restriction is attributable to a fault of the customer, the discount will not be applied.
(i) Eligible for discount
The basic fee. However, in the case of 17(1) (i), (ii), or (iii) of this agreement, the amount for one month will be calculated based on the contract terms on the date of restriction or suspension.
(ii) Discount rate
4% per day for the total number of days the supply was restricted or suspended during the month
(iii) Calculation of the Total Days of Restriction or Suspension
The total days of restriction or suspension will be calculated by counting the days when electricity is restricted or suspended for one hour or more per day.
(2) When calculating the total days of restriction or suspension under (1), if we notify the customer of the necessary restriction or suspension for maintenance or reinforcement at least three days in advance, such restriction or suspension shall not be counted in the calculation as one day in the month. In this case, one day in a month means the time of one restriction or suspension due to one maintenance or reinforcement on one calendar day of the month.

34. Exemption from liability for damages
(1) If the Company is unable to supply electricity on the previously agreed supply start date, we will not be responsible for compensating the Customer for any damages suffered.
(2) If the T&D Operator suspends the electric service or restricts or terminates the Customer's use of electricity under Article 32(1) and it is not attributable to the fault of the Company, the Company will not be responsible for compensating the Customer for any damages suffered.

(3) The Company will not be responsible for compensating the Customer for any damages suffered as a result of the Customer not taking measures under Article 7(2) of this Agreement.
(4) If the Company suspends the electric service under Article 28, terminates the contract with the Customer under Article 39, or the contract ends under Article 37 of this Agreement, the Company will not be responsible for compensating the customer for any damages suffered.
(5) If an electric leak or other accident occurs and it is caused by reasons not attributable to the Company, the Company will not be liable for any damages suffered by the customer.
(6) If either the Customer or the Company suffer damages due to natural disasters, epidemics, wars, riots, labor disputes, or other force majeure events, neither of shall be responsible for compensating for such damages.
(7) The Company will not be responsible for compensating the Customer for any damages suffered due to reasons attributable to the T&D Operator.

35. Compensation for equipment

If the Customer damages or loses the electrical equipment, electrical machinery, or other facilities of the Company or of the T&D Operator in the Customer's demand location due to intentional or negligent acts, the Customer shall compensate the following amounts for the equipment:

(1) If repair is possible
The cost of repairs
(2) If lost or repairs are not possible
Total amount of book value and replacement cost

Ⅵ Modification and termination of contract

36. Procedures for modifying the electric supply contract

(1) If the Customer wishes to change the contents of the electric supply contract, they must promptly apply for the change to our company. However, this does not apply to (2).
(2) When there is a change in the Customer's name, company name, contact phone number or email address, address or place of residence, or billing address, the Customer is generally required to apply for the change using the Company's designated format. When such an application is made, the Company may require the Customer to provide documentation proving the fact of the requested change.
(3) If the Customer wishes to inherit all rights and obligations related to the electric supply contract due to inheritance or other reasons, and the Company agrees, the name can be changed through the name change procedures. In this case, the customer is generally required to apply using the Company's designated format.

37. Termination of electric supply contract by notification from customer

(1) Notwithstanding Article 10 of this Agreement, the Customer may terminate the electric service contract by notifying the Company in writing of their intention to terminate along with the termination date (hereinafter referred to as the "Termination Notice"), during the contract period. If the Customer has not given the Termination Notice to the Company and has applied for an electric supply contract with another retail electricity business operator, and the Organization for Cross-regional Coordination of Transmission Operators notifies the Company of the termination date, such notification shall be deemed to be the Customer's Termination Notice.

(2) In the case of (1) above, this contract shall terminate on the termination date notified by the Customer to the Company or the termination date notified to the Company by the Organization for Cross-regional Coordination of Transmission Operators, except in the following cases:
   (i) If the Company receives the Customer's Termination Notice after the day following the termination date, this contract shall terminate on the day the Company received the Termination Notice.
   (ii) If the T&D Operator cannot take measures to terminate the supply due to reasons not attributable to the Company (excluding cases of natural disasters, etc.), the electric supply contract shall terminate on the day when measures to terminate service become possible.

(3) Based on (1), if a customer chooses to terminate their electricity supply contract within the first year from the start date of electricity supply following a request from the customer, a cancellation fee as specified in Appendix 7 will be charged. As a general rule, the cancellation fee is to be paid together with the customer's final electricity bill.

38. Settlement of electricity charges and construction costs due to termination or change of electric service contract after the start of service

(1) In the following cases, if the Company is requested to settle electricity charges from the T&D Operator based on the wheeling service agreement, the Company will ask the Customer to pay the settlement amount. However, this does not apply in the case of natural disasters or unavoidable circumstances.
   (i) When the Customer terminates the electric service contract by setting a new contract power, contract current, or contract capacity.
   (ii) When the customer reduces the contract power, contract current, or contract capacity after setting a new contract power, contract current, or contract capacity.
   (iii) When the customer terminates the electric service contract by increasing the contract power, contract current, or contract capacity.
   (iv) When the customer reduces the contract power, contract current, or contract capacity after increasing the contract power, contract current, or contract capacity.

(2) In case the Company is requested to settle construction costs from the T&D Operator, based on the wheeling agreement, when the Customer sets or increases the contract power, contract current, or contract capacity and then changes the contract power, contract current, or contract capacity or terminates the electric supply contract, the customer will be asked to pay the settlement amount. However, this does not apply in the case of natural disasters or unavoidable circumstances.

39. Cancellation, etc.

(1) If the Customer falls under any of the following, the electric supply contract may be canceled. In this case, we will notify the Customer at least 15 days before the cancellation and inform the Customer that (1) the electric supply will stop when the contract is canceled, and (2) if the Customer wishes, the Company will explain how the Customer can receive electric service from a retail electricity supplier who is obliged to provide electric service. However, in the cases of (i) and (ii), cancellation will not be carried out if the Customer pays by bank transfer between the date of notification and the date of cancellation. The Customer will be responsible for the fees for this account transfer.

(i) If the electricity charges are not paid even after the payment due date has passed, or if it cannot be confirmed that payment has been made.
(ii) If the Customer fails to pay debts other than electricity charges that are required to be paid under the electric supply contract (including default interest and other monetary obligations arising from the contract).
(iii) If a Customer whose electric service has been suspended by Article 28 of this Agreement does not resolve the reason for the suspension by the deadline set by the Company.
(iv) In addition to the above cases, if the Customer violates this Agreement
(v) If the Customer engages in an act that violates the law or has the potential to violate it, or if the Company deems it inappropriate
(vi) If the Customer issues a dishonored bill or a bounced check, or receives a banking transaction suspension
(vii) In the event that the Customer receives a petition for bankruptcy, civil rehabilitation, corporate restructuring, corporate reorganization, special liquidation, or similar legal application, or files the Customer's own petition.
(viii) If the customer receives a motion for compulsory execution or an auction for execution of security interest
(ix) If the Customer receives a disposition for non-payment of public dues
(x) If the Company discontinues the retail electricity business
(xi) If there is a change in the market price of natural gas, coal, or other raw materials, or if there is a change in market conditions or a disaster that exceeds the Company's expectations or can be predicted to do so, and the Company deems it inappropriate to continue the contract with the Customer

(2) If the Customer moves from their serviced location without notification under Article 37(1) and it is clear that they have not used electricity, the electric supply contract will end on the day when the Company takes measures to terminate the supply.
(3) If any of the cases stipulated in (1) or (2) apply, the Customer shall lose the benefit of time for all debts owed to the Company, and immediately repay the entire debt in full.

40. Debts after termination of electric supply contract
Electricity charges, past due payment interest, and other debts arising from this contract that have occurred during the term of the electric supply contract shall not be extinguished by the termination of the electric supply contract.

Ⅶ Construction and construction costs
41. Costs for construction
When the Customer begins using electricity or if the Customer increases the contracted capacity, contracted current, or contracted power due to circumstances arising from the Customer's convenience, and the distribution equipment, supply equipment or special supply equipment is newly installed or expanded, then if the Company is requested to bear the construction cost from the T&D Operator based on the wheeling agreement, the customer shall pay the cost.

Ⅷ Safety
42. Cooperation in inspections
(1) The inspection of whether the Customer's electric facilities comply with technical standards shall be carried out by the T&D Operator or a registered inspection agency (hereinafter

referred to as "registered inspection agency") commissioned by the Minister of Economy, Trade and Industry to perform all or part of the work in accordance with the provisions of laws and regulations. In this case, the T&D Operator or the registered inspection agency may, if necessary, obtain the Customer's consent and request the Customer to provide a wiring diagram of the electric facility. The Customer may request the T&D Operator or the registered inspection agency staff to provide the prescribed certificate.

(2) When the Customer has performed construction work to change the electric facility, the Customer shall promptly notify the Company and the T&D Operator or registered inspection agency of the completion of the work.

43. Cooperation regarding safety

(1) In the following cases, the Customer shall promptly notify the Company and the T&D Operator of the matter, and the Company and the T&D Operator shall take appropriate measures immediately.

(i) When the Customer recognizes any abnormalities or failures or the possibility thereof, in the electrical equipment of the Company or of the T&D Operator such as service lines or meters within the Customer's premises.

(ii) When the Customer recognizes any abnormalities or failures or the possibility thereof, in the Customer's electrical equipment which may affect the Company's or the T&D Operator's supply facilities.

(2) In the case where the Customer installs, modifies or repairs any equipment (including power generation facilities) that directly affects the Company's supply facilities, the Customer shall notify the Company in advance of the details. If such equipment has any direct impact on the Company's supply facilities after being installed, modified or repaired, the Customer shall promptly notify the Company of the details. In such cases, the Company may request the customer to make changes to the details if deemed necessary for safety reasons.

Ⅸ Other

44. Provisions for the exclusion of organized crime groups

(1) The Company and the Customer shall each represent and warrant to the other party, at the time of concluding the electric supply contract and throughout the term thereof, that:

(i) Neither the Company nor its officers (meaning employees who execute business, directors, executive officers, or persons equivalent thereto), parent company, subsidiary or affiliated company are categorized as organized crime groups, organized crime group-related companies, boryokudan (violent gangs), or members thereof (collectively referred to as "anti-social forces").

(ii) The Company and the Customer will not use the name of anti-social forces to conclude or fulfil this agreement.

(2) In addition to (1) above, the Company and the Customer shall each represent and warrant to the other party that they will not engage in the following acts, whether directly or indirectly:

(i) Fraudulent or violent acts, coercive language, or unjustified demands exceeding legal liability, whether by ourselves or by utilizing a third party

(ii) Acts that interfere with or damage the other party's business by means of deception or intimidation, or that damage the other party's reputation

(iii) Acts that involve the introduction of capital or funds or the establishment of relationships with organized crime groups or other anti-social forces, regardless of the pretext

(iv) Acts of providing funds to organized crime groups or other anti-social forces, regardless of the pretext

(v) Acts in which organized crime groups or other anti-social forces become involved in the management of the Company's or the Customer's business

(3) If either the Company or the Customer violate any of the provisions in (1) or (2) above, the party in violation shall forfeit the benefit of the term with respect to all obligations owed to the other party, and the electric supply contract may be terminated. In this case, the party that has terminated the agreement shall not be liable for any damages suffered by the party that has been terminated by virtue of this provision. In the event that the Company terminates the electric service contract, the Company shall follow the procedures set forth in Article 39(1) hereof.

45. Change of control

In the event that the Company transfers or succeeds the retail electricity business to another company, the Company may transfer the status, rights and obligations of the Customer, as well as some or all of the Customer's registered information and other Customer information under this Agreement, to the transferee. The Customer hereby agrees to this in advance.

46. Joint use of customer's personal information

The Company may jointly use the personal information of Customers with other retail electricity providers, power system operators, and general transmission and distribution operators. The scope, purpose, information items, and manager responsible for the joint use of personal information will be separately specified in the privacy policy published by the Company on the Internet.

47. Compliance with the provisions of the wheeling agreement with the T&O Operator

The Customer shall comply with any necessary provisions required by the T&D Operator that are not specified in this Agreement in order for the Company to comply with the provisions of the wheeling agreement.

48. Court of jurisdiction

The Tokyo District Court shall be the exclusive jurisdictional court of first instance for all disputes concerning electric service contracts with customers.

Supplementary Provisions

These Terms and Conditions shall take effect as of July 31, 2024.

(1) For customers who entered into an electricity supply agreement with the Company on or before April 30, 2023, these Terms and Conditions shall apply beginning with the billing for October 2024. Until such time, the previous terms and conditions (dated May 1, 2024) shall apply.

(2) For customers whose first anniversary of the supply commencement date falls in July 2024 (excluding customers described in (1) above), these Terms and Conditions shall apply beginning with the billing for October 2024. Until such time, the previous terms and conditions (dated May 1, 2023) shall apply. For the avoidance of doubt, the terms and conditions dated May 1, 2024 shall not apply, and these Terms and Conditions shall apply in accordance with this paragraph (2).

(3) For customers who applied for an electricity supply agreement with the Company between May 1, 2023 and April 30, 2024 (excluding customers described in (2) above), these Terms and Conditions shall apply beginning with the billing for the month that is three (3) months after the month in which the first anniversary of the supply commencement date falls. Until such time, the previous terms and conditions (dated May 1, 2023) shall apply.

(Example: If the month in which the first anniversary of the supply commencement date falls is December 2024, these Terms and Conditions shall apply beginning with the billing for March 2025.)

For the avoidance of doubt, the terms and conditions dated May 1, 2024 shall not apply, and these Terms and Conditions shall apply in accordance with this paragraph (3).

(4) For customers who applied for an electricity supply agreement with the Company between May 1, 2024 and July 30, 2024, these Terms and Conditions shall apply beginning with the billing for the month that is three (3) months after the month in which the first anniversary of the supply commencement date falls. Until such time, the previous terms and conditions (dated May 1, 2024) shall apply.

(Example: If the month in which the first anniversary of the supply commencement date falls is May 2025, these Terms and Conditions shall apply beginning with the billing for August 2025.)

Appendix

Appendix 1 Contract types

The contract types are as follows:

Customer category	Contract type
Lighting	Arcana for Home
	Arcana for Work
Low-power	Arcana Low-Voltage

The details of the scope of application, supply electricity method, supply voltage, and frequency for each type of contract are as follows.

(1) Arcana for Home

(i) Scope of Application (for customers served by Hokkaido Electric Power Network Co., Inc., Tohoku Electric Power Network Co., Inc., TEPCO Power Grid, Inc., Chubu Electric Power Grid Co., Inc., Hokuriku Electric Power Company, and Kyushu Electric Power Co., Inc. as the general power distribution business operators in this matter)

Applies to the demand for using electric Lighting or Small equipment that falls under any of the following

① The contracted current is 30 amperes or more (40 amperes or more for customers served by Tohoku Electric Power Network Co., Inc., TEPCO Power Grid, Inc., Chubu Electric Power Grid Co., Inc., and Hokuriku Electric Power Company), and the contracted current is 60 amperes or less.

② When low voltage power is contracted at one demand location, the sum of the maximum demand capacity and the contracted power (in this case, 10 amperes is considered as 1 kilowatt) is less than 50 kilowatts. However, in cases where the Customer desires and the T&D Operator deems it appropriate for technical or economic reasons to supply electricity at low voltage based on the Customer's electricity usage and the conditions of the supplier's supply equipment, both ① and ② may apply to those whose total contracted current and power (where 1 kilowatt is considered as 10 amperes) is 50 kilowatts or more. In this case, the T&D Operator may install supply equipment such as transformers on the Customer's land or building.

(ii) Scope of Application (for customers served by Kansai Electric Power Transmission and Distribution Co., Inc., Chugoku Electric Power Network Co., Inc., and Shikoku Electric Power Company as the general power distribution business operators in this matter):

① The maximum capacity used is 6 kilovolt-amperes or less.

② When low voltage power is contracted at one demand location, the sum of the contracted capacity and the contracted power (in this case, 1 kilovolt-ampere is considered as 1 kilowatt) is less than 50 kilowatts. However, in cases where the Customer desires and the T&D Operator deems it appropriate for technical or economic reasons to supply electricity at low voltage based on the Customer's electricity usage and the conditions of the supplier's supply equipment, both ① and ② may apply to those whose total contracted current and power is 50 kilowatts or more. In this case, the T&D Operator may install supply equipment such as transformers on the Customer's land or building.

(iii) Supply method, supply voltage, and frequency

The supply method and supply voltage are AC single-phase two-wire standard voltage of 100 volts or 200 volts or AC single-phase three-wire standard voltage of 100 volts and 200 volts, and the frequency is 50 hertz as the standard frequency when the T&D Operator is Hokkaido Electric Power Network Co., Inc., Tohoku Electric Power Network Co., Inc., or Tokyo Electric Power Grid Co., Inc. (however, part of Myoko City and Itoigawa City in Niigata Prefecture and part of Gunma Prefecture use 60 hertz), and 60 hertz as the standard frequency when the T&D Operator is Chubu Electric Power Grid Co., Inc., Hokuriku Electric Power Transmission and Distribution Co., Inc., Kansai Electric Power Transmission and Distribution Corporation, Chugoku Electric Power Network Co., Inc., Shikoku Electric Power Transmission and Distribution Corporation, or Kyushu Electric Power Transmission and Distribution Co., Inc. (however, part of Nagano Prefecture uses 50 hertz). However, in cases where it is technically unavoidable, the supply voltage and supply method may be set to AC three-phase three-wire standard voltage of 200 volts.

(iv) Contracted Current (Customers who use Hokkaido Electric Power Network Co., Inc., Tohoku Electric Power Network Co., Inc., TEPCO Power Grid, Inc., Chubu Electric Power Grid Co., Inc., Hokuriku Electric Power Transmission and Distribution Co., Inc., Kyushu Electric Power Transmission and Distribution Co., Inc. as the T&D Operator)

① The contracted current shall be 30 amperes, 40 amperes, 50 amperes, or 60 amperes, and shall be determined by the Customer's application. (For customers who use Tohoku Electric Power Network Co., Inc., TEPCO Power Grid, Inc., Chubu Electric Power Grid Co., Inc., and Hokuriku Electric Power Transmission and Distribution Co., Inc. as the T&D Operator, the contracted current shall be 40 amperes, 50 amperes, or 60 amperes.) However, when switching from another retail electricity provider to the Company, the value of the contracted current at the time of termination of the contract with the previous retail electricity provider shall be taken over as a general rule.

② The T&D Operator shall install an appropriate device such as a current limiter or a meter that limits the current based on the contracted current. However, if a device that limits the maximum current used by the Customer is already installed or if there is no risk of exceeding the contracted current due to the maximum current used by the Customer, a current limiter or a meter that limits the current may not be installed.

(v) Contract capacity (customers who have Kansai Electric Power Transmission and Distribution, Chugoku Electric Power Network, and Shikoku Electric Power Transmission and Distribution as the T&D Operator)

The contract capacity value shall be based on the contract capacity specified by the former electricity retailer, etc. However, if the former electricity retailer does not specify the contract capacity, the contract capacity may be determined by presenting a document showing the survey results of the total capacity of the contracted load equipment obtained by requesting an electrician, etc.

(2) Arcana for Work

(i) Scope of Application

Applies to the demand for using electric Lighting or Small equipment that falls under any of the following

① A contract capacity of 6 kilovolt-amperes or more, and generally less than 50 kilovolt-amperes.

② When low voltage power is contracted at one demand location, the sum of the contracted capacity and the contracted power (in this case, 1 kilovolt-ampere is considered as 1 kilowatt) is less than 50 kilowatts. However, in cases where the Customer desires and the T&D Operator deems it appropriate for technical or economic reasons to supply electricity at low voltage based on the Customer's electricity usage and the conditions of the supplier's supply equipment, both ① and ② may apply to those whose total contracted current and power (in this case, 1 kilovolt-ampere is considered as 1 kilowatt) is 50 kilowatts or more. In this case, the T&D Operator may install supply equipment such as transformers on the customer's land or building.

(ii) Supply method, supply voltage, and frequency

The supply method and supply voltage are AC single-phase two-wire standard voltage of 100 volts or 200 volts or AC single-phase three-wire standard voltage of 100 volts and 200 volts, and the frequency is 50 hertz as the standard frequency when the T&D Operator is Hokkaido Electric Power Network Co., Inc., Tohoku Electric Power Network Co., Inc., or Tokyo Electric Power Grid Co., Inc. (however, part of Myoko City and Itoigawa City in Niigata Prefecture and part of Gunma Prefecture use 60 hertz), and 60 hertz as the standard frequency when the T&D Operator is Chubu Electric Power Grid Co., Inc., Hokuriku Electric Power Transmission and Distribution Co., Inc., Kansai Electric Power Transmission and Distribution Corporation, Chugoku Electric Power Network Co., Inc., Shikoku Electric Power Transmission and Distribution Corporation, or Kyushu Electric Power Transmission and Distribution Co., Inc. (however, part of Nagano Prefecture uses 50 hertz). However, in cases where it is technically unavoidable, the supply voltage and supply method may be set to AC three-phase three-wire standard voltage of 200 volts.

(iii) Contract capacity

The contract capacity value shall be based on the contract capacity specified by the former electricity retailer, etc. However, if the former electricity retailer does not specify the contract capacity, the contract capacity may be determined by presenting a document showing the survey results of the total capacity of the contracted load equipment obtained by requesting an electrician, etc.

(3) Arcana Low-voltage

(i) Scope of Application

Applies to the demand for using "Low-power" that falls under any of the following

① As a general rule, contracted power is less than 50 kilowatts.

② When low voltage power is contracted at one serviced location, the total of the contracted current or contracted capacity (in this case, 10 amperes is regarded as 1 kilowatt) and the contracted power (in this case, 1 kilovolt-ampere is regarded as 1 kilowatt) shall be less than 50 kilowatts as a principle. However, in cases where the Customer desires and the T&D Operator deems it appropriate for technical or economic reasons to supply electricity at low voltage based on the Customer's electricity usage and the conditions of the supplier's supply equipment, both ① and ② may apply to those whose total contracted current and power (in this case, 10 amperes and 1 kilovolt-ampere are regarded as 1 kilowatt) is 50 kilowatts or more. In this case, the T&D Operator may install supply equipment such as a transformer on the Customer's land or building.

(ii) Supply method, supply voltage, and frequency

The power supply method and supply voltage shall be an AC 3-phase 3-wire system with a standard voltage of 200 volts, and the frequency shall be 50 Hz if the T&D Operator is Hokkaido Electric Power Network Co., Inc., Tohoku Electric Power Network Co., Inc., or TEPCO Power Grid, Inc. (except for Myoko City and Itoigawa City in Niigata Prefecture and some parts of Gunma Prefecture where the frequency is 60 Hz) and 60 Hz if the T&D Operator is Chubu Electric Power Grid Co., Inc., Hokuriku Electric Power Company, Kansai Electric Power Co., Inc., Chugoku Electric Power Co., Inc., Shikoku Electric Power Co., Inc., or Kyushu Electric Power Co., Inc. (except for some parts of Nagano Prefecture where the frequency is 50 Hz). However, in cases where it is technically necessary, the supply electric system and supply voltage may be AC single-phase 2-wire standard voltage of 100 or 200 volts, or AC single-phase 3-wire standard voltage of 100 and 200 volts.

(iii) Contracted power

When switching contracts from other retailers to our company, as a general rule, the Company will inherit the Contracted power value at the time of termination of the contract with the former retail electricity company. However, if the former retail electricity company has not specified the Contracted power, the Contracted power can be determined based on the rated current of the contracted main breaker as well as the results of a written survey of the total capacity of the contracted load equipment that the customer can obtain by requesting an electrician and will be calculated as follows. In the case of calculation based on the rated current of the contracted main breaker, the Customer should set the contract main breaker in advance. In addition, the T&D Operator will confirm the rated current of the contracted main breaker.

① In the case of AC single-phase 2-wire standard voltage 100 volts or 200 volts, or AC single-phase 3-wire standard voltage 100 volts or 200 volts:
Rated current of contracted main breaker (amperes) x voltage (volts) x 1/1000
Note: In the case of AC single-phase 3-wire standard voltage 100 volts or 200 volts, a voltage of 200 volts will be used for the calculation.

② In the case of AC 3-phase 3-wire standard voltage 200 volts:
Rated current of contract main breaker (amperes) x voltage (volts) x 1.732 x 1/1000

Appendix 2 Electric rates table

(1) If the T&D Operator is Hokkaido Electric Power Network Co., Inc.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit Price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	35.05 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit Price
Base Fee	1kVA / Month	167.50 JPY
Power Volume Fee	1kW	33.05 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit Price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer Season	1kWh	31.95 JPY
	Other Seasons		31.95 JPY

(2) If the T&D Operator is Tohoku Electric Power Network Co., Inc.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	31.95 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	162.00 JPY
Power Volume Fee	1kW	33.05 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	30.35 JPY
	Other seasons		28.95 JPY

(3) If the T&D Operator is Tokyo Electric Power Grid Co., Ltd.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	29.80 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	140.00 JPY
Power Volume Fee	1kW	31.40 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	898.00 JPY
Power Volume Fee	Summer season	1kWh	28.30 JPY
	Other seasons		26.70 JPY

(4) If the T&D Operator is Chubu Electric Power Grid Co., Inc.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

区分	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	28.55 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	140.00 JPY
Power Volume Fee	1kW	26.55 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	22.55 JPY
	Other seasons		20.45 JPY

(5) If the T&D Operator is Hokuriku Electric Power Transmission and Distribution Co., Ltd.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	26.95 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	199.00 JPY
Power Volume Fee	1kW	30.85 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	29.35 JPY
	Other seasons		28.35 JPY

(6) If the T&D Operator is Kansai Electric Power Transmission and Distribution Co., Ltd.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	25.45 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	195.00 JPY
Power Volume Fee	1kW	23.45 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	18.35 JPY
	Other seasons		16.25 JPY

(7) If the T&D Operator is Chugoku Electric Power Network Co., Inc.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	28.05 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	200.50 JPY
Power Volume Fee	1kW	29.85 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	28.05 JPY
	Other seasons		26.85 JPY

(8) If the T&D Operator is Shikoku Electric Power Transmission and Distribution Co., Ltd.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	29.65 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	184.00 JPY
Power Volume Fee	1kW	31.45 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	698.00 JPY
Power Volume Fee	Summer season	1kWh	28.85 JPY
	Other seasons		27.45 JPY

(9) If the T&D Operator is Kyushu Electric Power Transmission and Distribution Co., Ltd.

(i) Arcana for Home (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1 Contract	0.00 JPY
Power Volume Fee	1kW	29.05 JPY

(ii) Arcana for Work (Including equivalent amount of consumption taxes, etc.)

	Unit	Unit price
Base Fee	1kVA / Month	145.50 JPY
Power Volume Fee	1kW	27.05 JPY

(iii) Arcana Low-Voltage (Including equivalent amount of consumption taxes, etc.)

		Unit	Unit price
Base Fee		1kW / Month	898.00 JPY
Power Volume Fee	Summer season	1kWh	25.65 JPY
	Other seasons		23.65 JPY

Appendix 3 Renewable energy promotion surcharge

(1) Renewable energy promotion unit price

The renewable energy power generation promotion surcharge unit price shall be the amount equivalent to the payment unit price stipulated in Article 36, Paragraph 2 of the Renewable Energy Special Measures Act, and Article 32 of the Act on Special Measures Concerning Procurement of Renewable Energy Electricity by Electric Utilities. Based on the provisions of paragraph 2, it will be set by the notification that determines the unit price of payment (hereinafter referred to as the "Notice that determines the unit price of payment") and the notification that sets the unit price of avoidable costs.

(2) Application of the renewable energy promotion surcharge unit price

The renewable energy promotion surcharge unit price prescribed in (1) shall be applied to the electricity used during the period from the meter reading date in April of the year in which the

notice establishing the payment unit price was made to the day before the meter reading date in April of the following year.

(3) Calculation of the renewable energy promotion surcharge

The renewable energy promotion surcharge is calculated by applying the renewable energy promotion surcharge unit price prescribed in (1) to the amount of electricity used in the month. The unit of the total amount calculated for the renewable energy promotion surcharge is 1 yen, and any fraction less than 1 yen shall be rounded down.

(4) Special Measures for Renewable Energy Promotion Surcharge

The renewable energy surcharge for Customers of certified facilities under Article 37, Paragraph 1 of the Special Measures Concerning Renewable Energy Act, shall be calculated by following the provisions of the Special Measures Concerning Renewable Energy Act and other related laws and regulations. However, regardless of the above, the amount calculated as the renewable energy surcharge under (3) above shall be reduced by the amount obtained by multiplying the amount by the percentage specified in the cabinet order provided for in Article 37, Paragraph 3 of the Act on Special Measures Concerning Renewable Energy Sources. The unit of the reduction amount is 1 yen, and any fractions shall be truncated. If the customer's business is certified under the provisions of paragraph 1 of Article 37 of the Special Measures for Renewable Energy Act or if certification is revoked under the provisions of paragraph 5 or 6 of Article 37 of the Act, the customer should promptly notify the Company.

Appendix 4 Procurement Adjustment Amount

(1) Calculation of Procurement Adjustment Price

The procurement adjustment price is calculated using the following formula. The unit of the procurement adjustment price is set at one sen, and any fractions are rounded to the first decimal place.

(i) When the power cost adjustment price is a reduction in costs

Procurement Adjustment Price ＝ −A

(ii) When the power cost adjustment price is an addition in costs

Procurement Adjustment Price ＝ A

A＝Power Procurement Cost Adjustment Price

The value of the adjustment price will be calculated based on Table 4-1.

(2) Procurement Adjustment Amount

The procurement adjustment amount is calculated by applying the procurement adjustment price determined in (1) to the monthly electricity usage according to the following formula:

Procurement Adjustment Amount = Electricity Usage × Procurement Adjustment Price

Appendix 4-1 Power Procurement Cost Adjustment

(1) Calculation of fuel cost adjustment unit price

(i) Average Market Price

The average market price per kilowatt-hour is determined by the weighted average of the spot market transaction results at the Japan Electric Power Exchange (hereinafter referred to as "market price") during each time slot and the supplied electricity amount. The market price refers to the area price for each supply area of the relevant general transmission and distribution operator. The unit for the average market price is set at one sen, and fractions are rounded to the nearest first decimal place.

(ii) Power Procurement Cost Adjustment Price

The power procurement cost adjustment price for each month is calculated using the following formula, with an added amount equivalent to the consumption tax. In the case of a power procurement cost adjustment price (reduction), the power procurement cost adjustment price is subtracted in the calculation of the procurement adjustment price, and in the case of a power procurement cost adjustment price (additional burden), the power procurement cost adjustment price is added in the calculation of the procurement adjustment price. The unit for the power procurement cost adjustment price is also one sen, and fractions are rounded to the nearest first decimal place.

(a) If the average market price per kilowatt-hour is below the standard reduction price (in the case where the power procurement cost adjustment is a reduction in price):

Power Procurement Cost Adjustment Price = Standard Reduction Price − Average Market Price

(b) If the average market price per kilowatt-hour exceeds the standard additional burden price (in the case where the power procurement cost adjustment is an addition in price):

Power Procurement Cost Adjustment Price = Average Market Price − Standard Additional Burden Price

In (a) and (b), the values for the standard reduction price and the standard additional burden price are determined by each general transmission and distribution operator as follows.

Power Company	Standard additional burden price	Standard reduction price
Hokkaido Electric Power Network., Inc.	11 JPY	5 JPY
Tohoku Electric Power Network Company., Inc.	10 JPY	4 JPY
TEPCO Power Grid, Inc.	10 JPY	4 JPY

Chubu Electric Power Grid Co., Inc.	9 JPY	3 JPY
Hokuriku Electric Power Transmission and Distribution Co., Ltd.	9 JPY	3 JPY
Kansai Transmission and Distribution, Inc.	9 JPY	3 JPY
Chugoku Electric Power Transmission & Distribution Company, Inc.	9 JPY	3 JPY
Shikoku Electric Power Transmission & Distribution Company, Inc.	9 JPY	3 JPY
Kyushu Electric Power Transmission and Distribution Co, Inc.	8.50 JPY	2.50 JPY

(iii) The Application of Power Procurement Cost Adjustment Price

The power procurement cost adjustment price, calculated based on the results of spot market transactions at the Japan Electric Power Exchange during each power procurement cost adjustment price calculation period, is applied to the electricity used during the corresponding power procurement cost adjustment price application period as follows:

Calculation period	Application period
January 1st to March 31st every year	Meter reading day in May to the day before the meter reading day in June
February 1st to April 30th every year	Meter reading day in June to the day before the meter reading day in July
March 1st to May 31st every year	Meter reading day in July to the day before the meter reading day in August
April 1st to June 30th every year	Meter reading day in August to the day before the meter reading day in September
May 1st to July 31st every year	Meter reading day in September to the day before the meter reading day in October
June 1st to August 31st every year	Meter reading day in October to the day before the meter reading day in November
July 1st to September 30th every year	Meter reading day in November to the

	day before the meter reading day in December
August 1st to October 31st every year	Meter reading day in December to the day before the meter reading day in January of the following year
September 1st to November 30th every year	Meter reading day in January of the following year to the day before the meter reading day in February
October 1st to December 31st every year	Meter reading day in February of the following year to the day before the meter reading day in March
November 1st to January 31st of the following year, every year	Meter reading day in March of the following year to the day before the meter reading day in April of the following year
December 1st to the end of February of the following year, every year	Meter reading day in April of the following year to the day before the meter reading day in May

Appendix 5 Agreement on electricity usage

When determining the standard for electricity usage through discussion, the following criteria shall generally apply:

(1) When based on past electricity usage
One of the following methods shall be used to calculate the standard:
(i) When based on the monthly electricity usage from the previous month or the same month in the previous year:
Monthly electricity usage in the previous month or the same month in the previous year／Number of days in the billing period for the previous month or the same month in the previous year × Number of days in the agreement period
(ii) When based on the monthly electricity usage from the past three months:
Monthly electricity usage in the past three months／Number of days in the billing period for the past three months × Number of days in the agreement period (hereinafter referred to as the "agreement period")

(2) When based on the capacity and usage time of the load equipment used:
The sum of the values obtained by multiplying the capacity (input) of the load equipment used by the usage time of equipment.

(3) In cases where the number of days measured by the replacement meter is 10 days or more and the amount of electricity used is measured by the replacement meter, it shall be calculated as follows:
Amount of electricity used measured by the replacement meter／Number of days measured by the replacement meter × Number of days during the agreement period

(4) When measured by a meter installed for a reference measurement:
The amount of electricity consumed will be determined based on the measurement from the installed meter

(5) When correcting due to an error exceeding the tolerance:
Measured electric power／{100 percent ＋(± error rate)}
If the timing of the occurrence of an error exceeding the tolerance cannot be confirmed, the agreement will be based on the electricity usage for the following month or later, as follows:
(i) If measured by the customer or by our company upon request, the month to which the request belongs
(ii) If measured and discovered by the relevant T&D Operator, the month to which the discovery belongs.

Appendix 6 Basic calculation for prorated charges

(1) The basic calculation for prorated charges is as follows:
(i) When prorating the basic charge:
Applicable charges for one month × Number of days for prorated calculation／Number of days in meter reading period
(ii) When prorating the electricity usage charge:
① When the electric service starts, resumes, stops, or suspends, or when the electric service contract ends:
It is calculated based on the electricity usage during the billing period.
② When there is a change in contract type, contract capacity, contract current, contract power, power factor, or there is a change in the fee:
The amount of electricity used during the charge calculation period will be calculated according to the ratio of the value obtained by multiplying the number of days before and after the change in charges by the respective contract capacity, contract current or contract power. In addition, for customers using low-voltage power, if both summer and other seasons are included in the period for calculating the charges, the rate shall be calculated based on the value obtained by proportionally dividing the number of days of the classification period by the ratio of the contract power multiplied by the contract power. However, if the measured value is confirmed, the calculation will be based on that value.
(iii) Calculating a prorated Renewable Energy Promotion Surcharge
① When starting, resuming, suspending, or stopping electric service, or when the electric service contract has ended, the charge will be calculated based on the amount of electricity used during the charging period.
② When there is a change in the contract type, capacity, current, power, or power factor affecting the charge:
The amount of electricity used during the calculation period of the rates shall be classified according to the ratio of the value obtained by multiplying the number of days during the period before and after the date of the change in the rates by the respective

contracted current, contracted capacity or contracted power. However, when the measured value is confirmed, it shall be used.

Appendix 7 Termination Fees

When a customer terminates the electric supply contract within the first year after the date of commencement of supply, based on the request made by the customer in accordance with 37(1) of the Agreement, the customer shall be charged a cancellation fee as set forth below. The amount to be paid for the cancellation fee shall be the cancellation fee plus an amount equivalent to consumption tax, etc.

Cancellation fee (per contract) 22,000 yen (Inclusive of consumption tax and local consumption tax)