

Important Notice from Tokyo Heat Supply Co., Ltd.

Customer Information Sessions to be held
(see reverse side for details)

Application for the Approval of Heat Charge Revision

Thank you for using our heat supply services. As more than 40 years have passed since heat supply service began, our facilities and equipment have reached an advanced stage of aging. In recent years, several hot water leakage incidents have occurred within the district piping network, causing inconvenience to some customers. In addition, rising prices have significantly increased the costs of equipment repair and district piping replacement. Despite ongoing efforts to reduce costs*1, the operating deficit of heat supply business in the Shinagawa Yashio Housing Complex District has continued to grow.

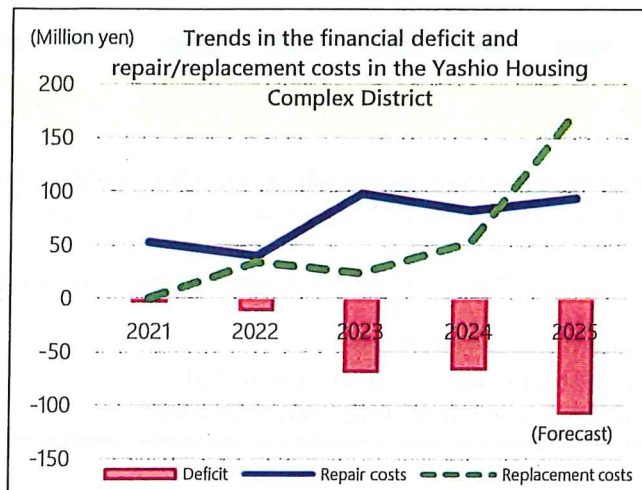
Although heat charges have remained unchanged since the commencement of heat supply services, we have concluded that a revision is necessary to ensure the continued safe and reliable operation of our facilities and to provide our customers with a stable heat supply with confidence. Accordingly, we have decided to apply for approval to revise heat charges and to update the presentation of basic charges in the price list. In addition, we will introduce the Raw Material and Fuel Cost Adjustment System (see reverse side for details).



District piping network construction in July 2025

Occurrence of hot water leakage incidents requiring large-scale district piping network renovation work

- 1 case in FY 2022 (construction planned for 2026)
- 1 case in FY 2023 (construction completed in 2025)
- 2 cases in FY 2024 (construction completed in 2025, construction planned for 2027)



*1 Major cost reduction initiatives in FY 2025 for the Yashio District:

- Adoption of new construction methods for district piping network renovation work: ¥327M
- Optimization and review of repair work: ¥23M
- Reduction of outsourcing costs: ¥5M

Summary of Approval Application

- **Application for approval in September**
- Approval by the Minister of Economy, Trade and Industry planned for November (may be delayed depending on the review status)
- * The details of the Minister's approval will be announced in a separate notice.
- Revised heat charges applicable to heat used on or after December 1, 2026
- Details of heat charge revision
 - **Both basic and metered charges will be increased by 20% as calculated in June.**

* Visit our website (to be launched soon) for details.

Note: The price raise rate may change depending on the energy situation and other factors as the approval application scheduled for September is based on the most recent electricity and gas charges.

The basic charges were determined for each residential building at the time of starting heat supply to cover the maintenance costs of equipment for hot water use only or hot water and heating use. However, the charges have become confusing for customers who do not use heating due to the subsequent widespread adoption of air conditioners.

In order to make the basic charges easier to understand as customers continue to bear them, we will indicate the residential buildings with the basic charges for hot water use only*2 in the price list, making it clear that the charges are determined on a building-by-building basis.

*2 These buildings are the same as those currently applicable.

(See reverse side for the impact of the price raise)

We apologize for the additional burden on our customers, and we kindly ask for your understanding.

Impact of Heat Charge Raise on Monthly Charges Including Tax

Increases in the basic/metered charges are calculated in June by creating an average model based on actual consumption for each unit type* and multiplying the charges by the price raise rate.

Unit type	Current basic/metered charges	Increases in basic/metered charges
Type A	¥4,625	¥923
Type B (less than 20 m ²)	¥5,191	¥1,038

*** Your unit type is listed on the heat usage notice delivered each month when the meter is read.**

Note: The increases may be subject to further adjustment depending on future energy prices and other external factors.

Raw Material and Fuel Cost Adjustment System

- In addition to the approval application, we will also introduce the Raw Material and Fuel Cost Adjustment System.
- In the Shinagawa Yashio Housing Complex District, we supply environmentally friendly heat using waste heat recovered from incineration plants. However, during periodic inspections of these facilities, when the availability of waste heat is limited, we use electricity and gas.
- Unit prices of electricity and gas charges fluctuate every month. Under this system, if heat can be supplied at a unit price for heat charges lower than that for the approved heat charges, heat will be supplied at the lower charges.
- If energy prices fall after the approval and electricity and gas charges decrease, the difference will be reflected in heat charges.
- Details will be announced in flyers distributed from August onwards and on our website "Notice of Heat Charge Revision" (to be launched soon).

Holding of Customer Information Sessions on Heat Charge Revision (Approval Application)

- Information Sessions on Heat Charge Revision (Approval Application) will be held for our customers as follows:
- Date and Time: (1) **Wednesday, July 22, 2026, from 19:00 to 21:00. Registration begins 30 minutes before the start of the event.**
(2) **Saturday, July 25, 2026, from 14:00 to 16:00. Registration begins 30 minutes before the start of the event.**
- Place: **Recreation Hall, 2nd Floor, Yashio Community Center**
* Reservations are not required, but please note that seating is limited to 110.
* Helpline for inquiries about the heat charge revision: 0570-030-603 (see below)

Holding of Individual Customer Consultation Sessions on Heat Charge Revision (Approval Application)

- Individual consultation sessions will be held for customers who wish to directly inquire about new heat charges due to the revision and so on.
- Subjects will include inquiries about new heat charges due to the revision and the explanation of the Raw Material and Fuel Cost Adjustment System.
- Please make a reservation in advance. Consultation time is approximately 20 minutes per session.
- Please have your customer number ready when you come.
- Reservations are accepted at Yashio Branch Office at 03-3790-2770 on Monday through Friday from 9:15 to 17:15 excluding holidays.
 - Date and Time: (1) **Wednesday, July 29, 2026, from 16:00 to 20:00.**
(2) **Saturday, August 1, 2026, from 10:00 to 12:00 and 13:00 to 17:00.**
 - Place: Seminar Room 2, 2nd Floor, Yashio Community Center

■ Helpline for Inquiries about the Heat Charge Revision

For inquiries about increases in heat charges and other matters, please call **0570-030-603**.

Please have your customer number ready when making an inquiry.

Please note that your call will be charged according to your provider's rates.

Inquiries are accepted on Monday through Saturday from 10:00 to 17:00 excluding holidays.

■ Notice of Heat Charge Revision for Shinagawa Yashio Housing Complex District

http://www.tounetu.co.jp/for_yashio.html

