

<Regaining trust and developing businesses>

1. Thorough implementation of measures to prevent recurrence and regaining of trust

Resolved to never again allow a recurrence of dishonest practice, TEPCO disclosed to the public its “four commitments” and has been making a thorough effort to establish “a climate in which workers will never engage in dishonest practices” and “a system that will never allow workers to engage in dishonest practices” throughout its operations including companies with which we do business.

TEPCO will make a determined effort to build on business operation that places top priority on safety by changing its employee mindset, improving its work culture and revising the system of its operations, as well as to pursue thoroughness in its disclosure of information, to regain the confidence of residents in areas where nuclear plants are located, and that of the general public in the wider society.

Operations have resumed at nuclear power plants in a successive manner by gaining the understanding of residents in areas where nuclear plants are located. TEPCO will aim to resume operations at nuclear power stations that are still suspended with such understanding by demonstrating its stance and efforts regarding compliance with corporate ethics, measures for ensuring safety and quality control. TEPCO will strive to regain trust through the establishment of “a climate in which workers will never engage in dishonest practices” and “a system that will never allow workers to engage in dishonest practices,” and resume operations at all its nuclear power plants as soon as possible, to provide a stable supply of electricity.

2. Realization of a corporate structure for surviving competition and development of business through total solution businesses

TEPCO will be faced with an ever harsher business environment in future, due to stagnant demand for electric power, expansion in the scope of deregulation and competition between energy sources. To create a corporate structure that can withstand competition, TEPCO will engage in an even more aggressive effort at reducing costs and reform its financial structure.

In the retail electricity market, to continue being the customers’ choice, TEPCO will enhance and develop its solution-based sales effort to respond to varied demands not limited to its electricity power grid but also including the sales of gas and heat, in addition to proposing comfortable living through “Electric Housing.”

TEPCO will also promote the FTTH (fiber to the home) business and other total solution businesses that combines telecommunication services and energy services by mobilizing the resources of the entire TEPCO Group.