



June 8, 2026

To whom it may concern,

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Notice Concerning Missing External Storage Medium of Kyushu Electric Power
Transmission And Distribution Co., Inc. Containing Customer Information

Kyushu Electric Power Co., Inc. (the “Company”) hereby announces that an incident has occurred at Kyushu Electric Power Transmission And Distribution Co., Inc., a subsidiary of the Company, where an external storage medium for backing up data of some systems has gone missing from its storage place. The external storage medium contains customer information such as customer names, supplied location addresses, and electricity consumption data (not including bank accounts and credit card information).

So far, no leakage of customer information has been confirmed. Going forward, if it becomes clear that this matter causes any material impact on our business results, we will promptly disclose it.

1. Summary of the incident

- Some of the subsidiary’s systems are backed up periodically to secure sufficient server data capacity. The relevant system was temporarily backed up using an external storage medium due to a shortage of capacity in the backup system.
- The subsidiary’s servers are located in a server room equipped with multiple security measures, and data backup operations are also performed in the server room. The external storage medium was stored in a cabinet in the server room, but the cabinet was unlocked.
- This time, it was discovered during preparation for data backup that the external storage medium was missing.

2. Development of the incident

- April 27 (Mon.): When a backup operation was complete, the external storage medium was confirmed to have been stored.
- May 26 (Tue.): During preparation for regular data backup, the external storage medium was found missing from its storage place.
- Thereafter, the relevant persons who entered and left the server room*¹ between April 27 and May 26 were interviewed, and on-site investigations were conducted. However, the medium is still missing.*²

*1: Access to the server room is strictly controlled, and only specific relevant persons may enter and leave the room.

*2: We have been investigating without denying the possibility of unauthorized removal, but not yet found the medium.

3. Customer information stored on the external storage media

Customer names, supplied location addresses, electricity consumption data, telephone numbers, electricity retailer names, etc.

*Bank accounts and credit card information are not included.

(Number of units of customer information: up to 10.9 million units)

4. Reporting to relevant organizations

The incident was reported to the Personal Information Protection Commission and regulatory authorities.

5. Future actions

- In addition to continuing a search for the external storage medium, the subsidiary will notify affected customers individually.
- Furthermore, it will work out and implement recurrence prevention measures pertaining to external storage media management.