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July 8, 2026

To whom it may concern,

|                         |                                                                                                                                          |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Company name:           | Kyushu Electric Power Co., Inc.                                                                                                          |
| Name of representative: | Masaru Nishiyama,<br>Member of the Board of Directors,<br>President & Chief Executive Officer<br>(Code No. 9508, TSE Prime and FSE)      |
| Inquiries:              | Toshihide Higashi,<br>Chief Manager of Corporate Legal Affairs<br>Group, District Symbiosis Division,<br>Business Solutions Headquarters |
| Telephone:              | +81-92-761-3031                                                                                                                          |

Notice Concerning Report on the Incident Involving Missing External Storage Medium of  
Kyushu Electric Power Transmission And Distribution Co., Inc.  
Containing Customer Information (Second Report)

Kyushu Electric Power Co., Inc. (the “Company”) hereby announces that, on June 8, 2026, Kyushu Electric Power Transmission And Distribution Co., Inc., a subsidiary of the Company, received a reporting request from the Ministry of Economy, Trade and Industry on the incident where an external storage medium used to back up data in certain systems has gone missing from its storage place.

Based on this reporting request, the subsidiary has compiled the facts, the cause of the occurrence, and measures to prevent recurrence of the incident, including a close examination of the number of customer information items stored in the external storage medium, and reported the results to the Ministry of Economy, Trade and Industry today (an outline of the report is shown in the attachment).

Affected customers will be notified individually as soon as the details are ready (from early August onward).

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

# 1. Facts and Circumstances Surrounding This Case (Case Summary)

Attachment

1

[Number of items of information]

The total number of entries of customer information is counted, taking into account moves, name changes, etc., during the target period (duplicate data with the same address and name is removed).

| Target system                                                                                                                                              | Individual                         | Corporations,<br>etc. *1           | Total<br>(items) | Data contents *2                                                                                                                                                                                                                                                                                                                         | Target period                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                            | Personal<br>information<br>(items) | Contract<br>information<br>(items) |                  |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                     |
| <b>Consignment system</b><br>A system that provides retail electricity providers with the electricity consumption and other information of their customers | 8.99 million                       | 3.17 million                       | 12.16 million    | Customer name, supply location address, electricity usage data, retail business name, supply location identification number, etc.                                                                                                                                                                                                        | July 6, 2016<br>– January 31, 2024                                                                                                  |
| <b>Switching support system</b><br>A system for accepting applications from retail electricity providers for procedures such as moving                     | 0.53 million                       | 0.26 million                       | 0.79 million     | Customer name, supply location address, telephone number, contracted power, application date, supply location identification number, etc.                                                                                                                                                                                                | October 6, 2025<br>– April 26, 2026                                                                                                 |
| <b>Registered in both systems</b>                                                                                                                          | 0.51 million                       | 0.08 million                       | 0.59 million     | (Consignment system)<br>Customer name, supply location address, electricity usage data, retail business name, supply location identification number, etc.<br><br>(Switching support system)<br>Customer name, supply location address, telephone number, contracted power, application date, supply location identification number, etc. | (Consignment system)<br>July 6, 2016<br>– January 31, 2024<br><br>(Switching support system)<br>October 6, 2025<br>– April 26, 2026 |
| <b>Total</b>                                                                                                                                               | 10.03 million                      | 3.51 million                       | 13.54 million    | -                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                     |

\*1 The number of items for corporations, etc. includes multiple contracts from the same corporation, as well as contracts tied to equipment such as public streetlights and traffic signals (1.46 million items).

\*2 The data contents do not include bank account or credit card information.

# 1. Facts and Circumstances Surrounding This Case (Main Circumstances)

Attachment

2

|                     | Main circumstances                                                                                                                                                                                                                                                                                                                                              |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| December 1, 2025    | <ul style="list-style-type: none"><li>• Due to capacity shortages on the system data storage servers in some systems of our subsidiary, Kyushu Electric Power Transmission And Distribution, they planned the operation to back up historical data to SSDs.</li></ul>                                                                                           |
| January 29, 2026    |                                                                                                                                                                                                                                                                                                                                                                 |
| February 27, 2026   | <ul style="list-style-type: none"><li>• Two contracted workers performed the initial SSD backup.</li></ul>                                                                                                                                                                                                                                                      |
| March 5 and 6, 2026 | <ul style="list-style-type: none"><li>• After completing the work, the contracted workers stored the SSD in the storage location (cabinet in the server room) (confirmed by interviews with the workers and records of data written to the SSD).</li></ul>                                                                                                      |
| April 27, 2026      |                                                                                                                                                                                                                                                                                                                                                                 |
| May 26, 2026        | <ul style="list-style-type: none"><li>• When a contracted worker attempted to prepare for backup work, they noticed that the SSD in question was not present at the storage location and reported this to the subsidiary.</li><li>• Subsequently, the subsidiary began searching for the SSD and interviewing people who had entered the server room.</li></ul> |
| May 29, 2026        | <ul style="list-style-type: none"><li>• The preliminary findings were reported to the Personal Information Protection Commission.</li><li>• The same information was reported to the Agency for Natural Resources and Energy and the Electricity and Gas Market Surveillance Commission.</li></ul>                                                              |
| June 4, 2026        | <ul style="list-style-type: none"><li>• They filed a police report.</li></ul>                                                                                                                                                                                                                                                                                   |
| June 8, 2026        | <ul style="list-style-type: none"><li>• They received a request for a report from the Ministry of Economy, Trade and Industry.</li></ul>                                                                                                                                                                                                                        |
| June 10, 2026       | <ul style="list-style-type: none"><li>• An internal investigation was conducted by the subsidiary regarding the management status of external storage media and instructions were issued regarding lock management and other related measures.</li></ul>                                                                                                        |

\*The object has not yet been found at present, and the police are currently investigating.

## 2. Causes of This Incident and Measures to Prevent Recurrence (Causes)

Attachment

3

- Kyushu Electric Power Transmission And Distribution believes the causes of this incident were insufficient handling of external storage media and inadequate supervision of their contractors.

### Cause

#### **A Insufficient verification of the necessity and appropriateness of using external storage media**

- Data backup to external storage media was not recognized as an action involving risks such as data leakage, and was treated as a technical solution. As a result, the idea of implementing controls commensurate with the risks and obtaining appropriate approvals did not come to mind.

#### **B Inadequate physical storage of external storage media**

- Insufficient awareness of the risk of information leakage and other security incidents associated with storing data on external storage media, combined with a sense of security stemming from the fact that the storage location was within a restricted area protected by multiple security measures and accessible only to authorized personnel, resulted in the failure to explicitly require the contractor to keep the external storage media locked at the designated storage location.

#### **C Insufficient protection measures for data on external storage media**

- A misconception that the security of external storage media was adequately ensured by the multiple security measures implemented in the server room resulted in insufficient multilayered protective measures focused on the storage media itself, including encryption and password protection.

#### **D Lack of instructions and work management for contractors**

- The contractor was responsible for the development and maintenance of the system, and trust in the contractor led to the storage of the external storage media managed by them being entrusted to the contractor as well.

## 2. Causes of This Incident and Measures to Prevent Recurrence (Measures to Prevent Recurrence)

Attachment

4

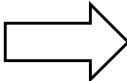
- To prevent similar incidents from occurring, Kyushu Electric Power Transmission And Distribution will thoroughly implement the following preventative measures.

### Basic principles of measures to prevent recurrence

#### Three principles for using external storage media:

#### Do not use, do not allow others to take it out, and do not allow others to read it

- ✓ Do not use --- They will not use external storage media in principle.  
If its use is unavoidable, approval from the authorized person is required.
- ✓ Do not allow others to take it out --- They will ensure that external storage media are strictly controlled to prevent unauthorized access or removal by third parties.
- ✓ Do not allow others to read it --- They will prevent third parties from reading the data even if the external storage media are removed without authorization.

| Cause |                                                                                                | Measures to prevent recurrence                                                        |                                                                                                   |
|-------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| A     | Insufficient verification of the necessity and appropriateness of using external storage media |  | Revision of internal regulations regarding the handling of information and external storage media |
| B     | Inadequate physical storage of external storage media                                          |                                                                                       | Revision of Internal Regulations Concerning Clear Instructions to and Management of Contractors   |
| C     | Insufficient protection measures for data on external storage media                            |                                                                                       | Employee and contractor training                                                                  |
| D     | Lack of instructions and work management for contractors                                       |                                                                                       | Confirmation of compliance with established rules and implementation of training                  |

\* For details on measures to prevent recurrence, please see the next page.

### Measures to prevent recurrence

#### **Revision of internal regulations regarding the handling of information and external storage media**

##### **Rules for [Do not use]**

- External storage media will not be used in principle. If use is unavoidable, the appropriateness of its use must be approved by the authorized person.

##### **Rules for [Do not allow others to take it out]**

- External storage media will be stored in a locked location with keys, and the handover of keys will be strictly controlled. Furthermore, physical measures will be taken as needed, including attaching highly visible cases or tags.

##### **Rules for [Do not allow others to read it]**

- In the event of unauthorized taking out or loss, password protection and encryption will be implemented as a general rule to reduce the risk of information leakage and prevent third parties from reading information stored on external storage media.

#### **Revision of Internal Regulations Concerning Clear Instructions to and Management of Contractors**

- When contractors handle external storage media used and managed by them, They will clearly define in the specifications and work procedures the requirements to be implemented by the contractors in accordance with the established rules for the use and management of external storage media, and clearly communicate those requirements to the contractors.

#### **Information security training for employees and contractors**

- Based on the recognition that personal information is valuable information entrusted by customers and must be handled with the utmost care, They will continuously provide annual information security training, including the recurrence prevention measures arising from this incident, to their employees and contractors, and will ensure the thorough and lasting implementation of such measures, including among contractors.

#### **Confirmation of compliance with the established rules and the implementation status of the training**

- In light of this incident, they will conduct self-inspections at all locations within the company to confirm compliance with the rules they have established and the implementation status of the training. The results of the self-inspection will be reported to management.