

## Important matters related to the contract (low voltage)

This document is provided by Arcana Energy Co., Ltd. (hereinafter referred to as "the Company"), a retail electricity supplier, to explain important matters related to the supply and demand contract to be entered into between the Company and the customer in accordance with Article 2-13 of the Electricity Business Act. Please be sure to read it and confirm your understanding of the content.

The electricity rates and other supply conditions described in this document are based on the Electric Supply Agreement (Low Voltage) (hereinafter referred to as "the Agreement") and the Electric Supply Contract (hereinafter referred to as "the Contract") (limited to customers who enter into the Contract). This document does not describe all the details of the contract, so please refer to the Agreement and the Contract for further information.

### 1. Regarding the contract

#### (1) How to apply

Please apply in the form prescribed by our company.

#### (2) Contract Period and Renewal

The contract period shall be from the date of the conclusion of the contract to the first anniversary date after the date of when billing charges can first start being applied. If there is no request for termination or modification of the electric supply contract by the expiration of the contract period (unless otherwise indicated by our company or the customer by 3 months prior to the expiration of the contract period), it shall be renewed annually under the same conditions. In this case, our company may notify the customer of the updated contract period, our company's name and address, the date of renewal of the contract with the customer, and the specific supply point number after renewal, without providing a document prior to renewal, by posting the information on our website or by any other method deemed appropriate by our company (hereinafter referred to as the "method deemed appropriate by our company"). The customer shall agree in advance to this.

#### (3) Supply start date

##### 1 When switching from another company

As a rule, the starting date of supply shall be determined by our company and shall be a date after our company has accepted the electric supply contract application from the customer, following the completion of procedures by the T&D Operator (referring to the general electricity transmission & distribution business operator whose supply area includes the customer's place of demand) necessary for the start of electricity supply.

##### 2 When moving to a new location (receiving a new electric supply)

The customer's desired start date of electric supply shall be deemed the supply start date. However, if electricity use has started at the demand location without a contractual relationship with an electric company and an electric supply contract is later concluded with our company, the date of first use shall be deemed the supply start date.

##### 3 Regardless of 1 and 2 above, for customers who have concluded the Contract, the date of the conclusion of the Contract shall be the next meter reading day.

#### (4) Contracted power, contracted current, and contracted capacity

At the time of application, the proposed contracted power, contracted current, or contracted capacity (hereinafter referred to as "Contracted Power, etc.") will be determined through discussions between the customer and our company in accordance with the provisions of this Agreement. However, for customers who have entered into the Contract, the Contracted Power, etc. specified in the Contract shall apply.

#### (5) Supply voltage and frequency

After confirming the customer's supply equipment with the T&D Operator, we will supply

electricity at one of the following voltages:

Supply voltage : 100V、 200V, or both 100V and 200V

The frequency will be as follows depending on the customer's residential area:

(Tokyo Electric Power Grid, Tohoku Electric Power Network, Hokkaido Electric Power Network)

50Hz (however, Myoko City and Itoigawa City in Niigata Prefecture and some areas of Gunma Prefecture are 60Hz)

(Kyushu Electric Power Transmission and Distribution, Kansai Electric Power Transmission and Distribution, Chubu Electric Power Grid, Chugoku Electric Power Network, Shikoku Electric Power Transmission and Distribution, Hokuriku Electric Power Transmission and Distribution)

60Hz (however, some areas of Nagano Prefecture are 50Hz)

(6) Electricity charges and calculation method

The electricity charges will be calculated as "Basic Fee + Electricity Consumption Charges ± Procurement Adjustment Amount + Renewable Energy Promotion Surcharge". The basic fee and electricity consumption charges will be the rates selected by the customer at the time of application.

The procurement adjustment amount will be calculated by applying the procurement adjustment unit price specified below to the electricity consumption for the month:

(a) If the procurement adjustment unit price for procurement costs is a reduction

Procurement adjustment unit price = - power procurement cost adjustment unit price

(b) If the procurement adjustment unit price for procurement costs is an addition

Procurement adjustment unit price = power procurement cost adjustment unit price

Please refer to Appendix 2 of the Agreement for the unit prices of each item, Appendix 4 and Appendix 4-1 of the Agreement for the procurement adjustment amount, and Appendix 3 of the Agreement for the renewable energy promotion surcharge. However, for customers who have entered into the Contract, the charges listed in the Contract will apply.

(7) Method of measuring electricity usage and calculation of fees

Electricity usage will be measured by smart meters installed by the T&D Operator. The calculation period for fees will be from the previous month's meter reading date to the day before the current month's meter reading date. However, if (1) electricity supply is started, resumed, or stopped, or the electric supply has ended, (2) there is a change in fees due to changes in contract type, Contract power, etc., or (3) other cases deemed appropriate by the company, the basic fee will be calculated on a pro-rata basis.

(8) Payment methods

Bills will be paid by credit card or bank transfer. However, until the customer's recurring credit card or bank transfer payment setup is completed, fees will be paid by manual bank transfer. In addition, for payment of monetary obligations incurred under this contract other than construction costs and other fees, payment will be made by manual bank transfer.

If the bill is not paid by the payment due date, a late charge will be imposed at an annual rate of 10% of the amount obtained by multiplying the fee minus the equivalent amount of consumption tax and renewable energy promotion surcharges.

2. Changes or termination/cancellation of the contract

(1) Changes to the contract or termination at the request of the customer

< Contract changes >

If the customer wishes to change the contract, an application should be submitted by using

our designated form. However, if the customer reduces the contracted power or other contracted services after increasing them, and if our company is requested to settle the fees by the T&D Operator, our company will ask the customer to pay for the settlement amount.

< Termination of contract >

During the contract period, if the customer wishes to terminate the contract, it can be done by notifying our company directly of the desired termination date or through another retail electricity business operator that the customer wishes to switch to. However, if the customer terminates the electric supply contract within the first year after the supply start date at the request of the customer based on 37(1) of this agreement, the cancellation fee specified below will be charged. For details, please refer to Appendix 7 of the Agreement.

Cancellation fee (per contract) 22,000 yen (including tax)

If the customer wishes to terminate this contract after increasing the contracted power or other contracted services, or if we are requested to settle the fees for construction by the T&D Operator, our company will ask the customer to pay the settlement amount.

(2) Cancellation or termination of contract by our company

Our company may cancel or terminate the contract if any of the following circumstances apply. In such a case, our company shall notify you in writing of the cancellation or termination date at least 15 days prior to such date. For further details, please refer to Article 39(1), 44(1)-(3) of the Agreement.

- 1 Failure to pay electricity bills or other obligations that are required to be paid according to the Agreement (meaning overdue interest and other monetary obligations arising from contracts), or failure to confirm that payment has been made
- 2 If the customer engages in an act that violates the law or has the potential to violate it, or if our company deems it inappropriate
- 3 If the customer issues a dishonored promissory note or check, or bank transactions are suspended
- 4 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
- 5 If the customer receives a motion for compulsory execution or an auction for execution of security interest
- 6 If the customer receives a disposition for non-payment of public dues
- 7 If the Company discontinues the retail electricity business
- 8 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 our company's expectations or can be predicted to do so, and our company deems it inappropriate to continue the contract with the customer
- 9 If the customer is affiliated with anti-social forces or engages in anti-social activities

3. Matters to be observed by customers regarding the supply of electricity  
Customers are required to cooperate with necessary actions such as informing our company if there are issues or the possibility of issues with the electric facilities, providing free access for necessary work if needed, providing free usage of facility location, free usage of electricity-related equipment, providing a location for the installation of meters free of charge, free usage of facilities installed by the customer, and cooperation with inspections and safety measures. For details, refer to Article 7(2), 22-27, 42 and 43 of the Agreement.

4. Burden of construction costs

If the T&D Operator requires our company to bear the cost of facility installation, based on our connection and supply agreement, when starting the supply of electricity or increasing the contracted power, or due to the customer's convenience such as changing the contracted power, our company will request the customer to pay for the cost.

5. Other

- (1) When entering into an electric supply contract with our company, if there are any remaining payment obligations related to a retail electric supply contract with another agency (hereinafter referred to as the "former supplier"), used before applying to us, then the customer may be billed for the remaining obligations. If there are problems with unpaid obligations regarding the services used with the former supplier, then there may be a failure in switching to our company or the application may be canceled. For details, please confirm with the former supplier.
- (2) Changes to the electric supply contract
  1. In the event that our company modifies the Agreement, our company shall notify in advance the content of the modified Agreement and the timing of its enforcement in a manner deemed appropriate by our company. When this notification is made and the effective date arrives, electricity rates and other supply conditions will be based on the amended Agreement.
  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.
    - a. When explaining supply conditions and issuing documents before concluding a contract, we will use a method that we deem appropriate, and we will explain and describe only the matters that we intend to change among the matters that require explanation and description.
    - b. When delivering documents after the conclusion of a contract, we will use a method that we deem appropriate, and we will include the name and address of our company, the date of the contract, the items that have been changed, and the supply point identification number.
  3. If the changes to the supply conditions specified in the 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.
- (3) Delivery of documents after conclusion of contract  
When an electric supply contract is concluded between the customer and our company, we will promptly provide a written document that specifies the supply conditions related to the contract, in a manner deemed appropriate by us, and the customer agrees to this in advance.
- (4) Delivery via electronic means  
Unless otherwise requested by the customer, in accordance with the Agreement and the Electricity Business Act, the Company may deliver documents such as the Agreement, the Contract, and explanations of the electricity supply conditions via methods deemed appropriate by the Company, such as posting on the Company's website, sending via email, or by other electronic means (To receive deliveries through electronic means, it is necessary

to have internet browser software, email software, and PDF file viewing software such as Acrobat Reader). The customer agrees in advance to the Company's delivery via electronic means.

6. Name of Retail Electric Utility and Contact Information

Name: Arcana Energy Co., Ltd. (Electric Utility Registration Number A0040)

Address: 16F Ark Hills South Tower, 1-4-5 Roppongi, Minato-ku, Tokyo

Phone: 03-6822-0627 E-mail: [info@arcana-energy.co.jp](mailto:info@arcana-energy.co.jp)

Reception hours: Weekdays from 10:00 until 18:00, excluding holidays and New Year holidays

## Legal information and notices required by the Act on Specified Commercial Transactions

### 1. Business information

Company name: Arcana Energy Co., Ltd.

Representative: President and CEO Ryota Yasukochi

Headquarters address: 16F Ark Hills South Tower, 1-4-5 Roppongi, Minato-ku, Tokyo

Phone: 03-6822-0627

E-mail: info@arcana-energy.co.jp

Reception hours: Weekdays from 10:00 until 18:00, excluding holidays and New Year holidays

### 2. Product and sales conditions

Type of service:

Electricity supply (For details, please refer to the Statement of Important Matters and the Electricity Supply and Demand Agreement (Low-voltage).)

Service fees:

The price consists of a basic fee + electricity usage fee ± procurement adjustment amount + renewable energy promotion surcharge. Please refer to Appendix 2 of the Agreement for the basic fee and electricity usage fee, Appendix 4 and Appendix 4-1 of the Agreement for the procurement adjustment amount, and Appendix 3 for the renewable energy promotion surcharge.

Payment due date:

Generally, the end of the following month, after the meter reading day

Payment methods:

Credit card and bank transfer

Service start date:

When an electric supply contract is concluded with a customer, our company will notify the customer of the supply start date and begin supplying on that day, after completing supply preparations and other necessary procedures. However, if the customer starts using electricity at the demand location without a contract with any supplier, and later establishes an electric supply contract with our company, the start date of use will be the day of first electricity usage.

Other obligations:

In accordance with the connection supply contract, the customer may be required to bear the cost when a customer requested change leads to a request from the general electricity distribution provider for the customer to bear the costs associated with facility installation (such as for starting a new electricity supply, increases in contracted power, changes in contracted power, etc.)

Contract termination:

Even during the contract period, if the customer wishes to terminate the Contract, they can do so by notifying the Company of their intent to cancel the Contract along with the desired cancellation date, either through another retail electricity supplier they wish to switch to or through the Company directly. However, if the customer terminates the Contract within the first year from the supply start date, a cancellation fee of ¥22,000 (tax included) will be incurred per contract.

### 3. Cooling-off system

Cancellation of Contract: If the customer applies for or enters into an electric supply contract through door-to-door sales or telephone solicitation sales, as defined by the "Act on Specified Commercial Transactions" (hereinafter referred to as the "Act"), the following cooling-off provisions will apply:

1. If the customer applies for or enters into an electric supply contract through door-to-door sales or telephone solicitation sales as defined by the Act, within 8 days from the date of receipt of the contract document (or the date of receipt of a document confirming the application details prior to the receipt of the contract document), the customer can unconditionally withdraw or cancel the application for the contract (referred to as "cooling-off") through written or electronic means (e.g., email).
2. If a retail electricity supplier, door-to-door sales business, or telephone solicitation sales business provides false information regarding the cooling-off system in violation of the provisions of the Act, causing misunderstanding, or coerces the customer in violation of the Act, resulting in failure to carry out cooling-off before the period stipulated in the previous paragraph has elapsed, the customer can initiate cooling-off within 8 days from the date of receipt of a document stating that cooling-off can be performed anew, starting from the day of receipt of said document through written or electronic means (e.g., email).
3. Cooling-off in each of the foregoing paragraphs takes effect when the customer sends the cooling-off document or electronic record (e.g., email), with the date of postage for written documents or the sending date and time for electronic means (e.g., email) being considered.
4. In the event of cooling-off, a retail electricity supplier, door-to-door sales business, or telephone solicitation sales business will not claim damages or breach penalties from the customer due to cooling-off.
5. In the event of cooling-off, even if electricity supply has already been provided based on the contract, a retail electricity supplier, door-to-door sales business, or telephone solicitation sales business will not demand payment of charges or other money for such usage from the customer.
6. In the event of cooling-off, if the customer has already paid the electricity charges, a retail electricity supplier will promptly refund the amount to the customer.

In the event of cooling-off, if the current state of the customer's land, building, or other structures has changed due to electricity supply, the customer may request the retail electricity supplier to take necessary measures for restoration at no cost.

- Please note that cooling-off is not available in the following cases.
  - When the customer visits the store and enters into a contract of their own accord.
  - When the customer visits a residence or similar place in response to a request from a customer who has expressed an intention to apply or enter into a contract, and the application or contract is concluded as a result.
  - When a telephone call is made in response to a request from a customer who has expressed an intention to apply or enter into a contract, and the application or contract is concluded as a result.
  - For customers in an ongoing transactional relationship, door-to-door sales or telephone solicitation sales (however, this is limited to cases where there have been two or more transactions in the past year for the same business of sale or provision of services, counting from the date of door-to-door sales or telephone solicitation sales).
- If you wish to proceed with cooling-off, please complete the necessary information below and send it to Arcana Energy Co., Ltd. via written document or electronic record (email, etc.).

[Necessary Information]

I would like to proceed with cooling-off for the following contract:

Application Date for Electricity Supply and Demand Contract (Year / Month / Day):

Contract Holder's Name (in furigana), Address, and Phone Number:

Address for Electricity Usage (Address of the demand location):

Name of Electricity Service:

[When Sending by Written Document]

Registered mail with return receipt is recommended. Other methods such as certified mail, specific record mail, or registered mail are also available.

Send to the following address:  
Arcana Energy Co., Ltd.  
Ark Hills South Tower 16F, 1-4-5 Roppongi  
Minato-ku, Tokyo 106-0032

[When Sending via Email]

Send to the following address:

info@arcana-energy.co.jp

#### 4. Other notes

- The electric supply contract is not subject to cooling-off under the Specific Commercial Transactions Act, except for door-to-door sales and telemarketing described in “3. Cooling-off system”.
- Due to the nature of electricity as a product, returns are not accepted.
- If the general electricity transmission and distribution company suspends the supply of electricity due to an emergency or other reasons, we will not be liable for any damages suffered by the customer.
- For details on the electricity supply contract, please refer to the Important matters related to the contract (low voltage) sheet.