
Building Public-Private Partnerships to Ensure Safe Gas Use

Japan I

Prompt emergency shutoff to prevent secondary disasters

We are prepared for the possibility of a major earthquake, and we have adopted various measures to protect the safety of our customers and their communities. Secondary disasters can be prevented through the activation of pre-installed safety devices,² and the activation of disaster management systems that can remotely control the gas supply to an entire area. We have also established a framework for minimizing any inconvenience to customers by dividing our segmentalized pipe network into blocks.

² Safety Measures at Gas Meters: Using the World's Best Meters With Automatic Earthquake Shut-Off Devices

[Features]

- Installed in all homes.
- The safety devices are internally mounted and automatically shut off the gas supply if an earthquake of magnitude 5 or higher is detected.
- After the shaking has stopped, the customers can easily restart their own service.
- During the restart process, the device confirms that there are no gas pipe leaks in the home

We believe that enabling citizens to restart a gas meter that has shut off the gas supply because its safety device has been activated is important for improving community disaster management. Tokyo Gas works in partnership with local government agencies and residents to hold disaster management events, aiming to ensure that people of all ages, young and old, understand the safety functions of their gas meters and the proper way to restart their service.



Micom Meter

Building Ties With Local Governments and Communities to Ensure Safe Gas Use

We also believe that our customers need to be knowledgeable about their gas service.

We work with relevant institutions, including local government agencies, that are essential to ensuring that customers accurately understand their gas service and disaster management issues. In addition to conducting public relations campaigns targeting the general public, the core constituency we serve, it is extremely important that, when emergencies strike, we have ties to local government disaster management officials, who serve as the core promoters of local disaster management efforts, local government community relations officials, who serve as the gateway to community associations, citizens with a special interest in disaster management (disaster management volunteers), citizens with strong community networks (disaster management volunteers), and NPOs. It is important that we develop relationships with these parties such that we get to know one another and can share opinions effectively, and we are developing various activities, including the Disaster Management Fair described below, toward that end.

<<Efforts in 2006 in Yokohama>>

- The event was collaboratively organized by Tokyo Gas, local government agencies, citizen volunteers, and NPOs, and focused on the theme of cultivating young people capable of exercising good judgment in disaster situations, avoiding panic, and safely taking necessary action.
- The main features of the event were its disaster management camp and interactive workshops.

Disaster Management Camp

This is a program that gives elementary school students from third to sixth grade an opportunity to experience a survival camp and exposes them to research findings presented during disaster management symposia. The program was conducted in collaboration with the NPO “I Love Tsuzuki (continuation)” and with the involvement of local government agencies and university research labs. Students participate in disaster drills conducted by firefighters, as well as a wide variety of activities including disaster prevention neighborhood walks to confirm potentially hazardous and potentially useful locations in an emergency, training preparing hot meals using a portable gas stove (given that a disaster might disrupt lifelines), and practice restarting gas meters.



Participants walk around their communities identifying potential hazards



Drills teach participants how to prepare hot meals using portable gas stoves

– Background

Tokyo Gas supplies natural gas to 10 million customers in Tokyo and seven prefectures in the capital region, 24 hours a day, 365 days a year. We are also working with governments and citizens to improve the disaster management capabilities of local communities. Here we outline both our structure-oriented efforts, namely, our earthquake disaster management policies, and our people-oriented efforts, that is, our disaster management camp and interactive workshops, made possible through collaborative partnerships with local governments, citizens, and NPOs.

– Objective

We have “prevention policies” for ensuring the continued supply of gas to as many customers as possible even in the event of a major earthquake, “emergency policies” for preventing secondary disasters when an earthquake strikes, and “restoration policies” for restoring gas service as quickly as possible. By creating an extensive system that focuses on these three phases, we will minimize the impact of such disasters on the everyday lives of our customers.

– Term/Time frame

– Activities undertaken

– Major achievements

– Total budget

– Contact details

Corporate Communications Dept.
Tokyo Gas Co., Ltd.
TEL: +81-(0)3-5400-7820
FAX: +81-(0)3-3437-9130
E-mail: scenter@tokyo-gas.co.jp