

## Outline of the Changes Made to the Comprehensive Special Business Plan

### 1. Our reasons for the changes

- After the Comprehensive Special Business Plan was approved in May 2012, circumstances related to nuclear damage compensation such as the new compensation standards developed in line with the redefined evacuation zone underwent some changes.
- In consideration of these circumstantial changes, the contents of the Comprehensive Special Business Plan related to the “future projections of necessary amount of compensation payouts” and the “measures to achieve swift and accurate compensation payouts” have been changed for the purpose of ensuring the steady implementation of future damage compensation.
- As for the other yet unchanged contents of the Comprehensive Special Business Plan, we will carefully examine whether changes will be necessary in consideration of the power supply-demand outlook, income and expenditure outlook, and management environment changes, etc.

### 2. Main changes made

#### (1) Future projections of necessary amount of compensation payouts

- It has been noted in the Comprehensive Special Business Plan that the future projections of necessary amount of compensation payouts had increased by 696.88 billion yen to 3.243079 trillion yen due to circumstantial changes that occurred following the prior approval of the plan such as the redefinition of the evacuation zone and the new compensation standards applied to the voluntary evacuation.

#### (2) Measures to achieve swift and accurate compensation payouts

- In order to realize “face-to-face compensation for those afflicted”, the drastic changes of the organizations in charge of compensation\* which were implemented based on the 3 perspectives of “enhanced individual correspondence capabilities at the site”, “compensation provided in consideration of individual circumstances” and “stronger collaboration between organizations in charge of the permanent compensation and ADR” have been incorporated into the plan. In particular, a large part of the authority for compensation has been delegated to the site to enhance individual correspondence capabilities and realize compensation payouts with courtesy and compassion.
- Although the implementation of the “the five promises” has been steadily progressing,

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further enhancement measures to address newly emerged challenges will be implemented as follows.

- i) Speedy compensation payouts: Compensation for voluntary evacuation for January 2012 and later will be paid within 3 weeks after receiving an application. A large part of the authority for compensation has been delegated to the local branches, etc. to achieve swift compensation implementation.
- ii) Payments in consideration of each applicant's situation: Compensation will be provided in consideration of individual circumstances by easing the burdens involved in obtaining and submitting evidentiary documents and allowing for a higher degree of flexibility in standard operations. Alleviate concerns regarding issues related to the statute of limitations\*.
- iii) Pay due attention to reconciliation proposals: Organize disputes at an early stage based on completed negotiations for the permanent compensation and promote partial reconciliation during the ADR procedures. Incorporate reconciliation results into the permanent compensation.
- iv) Simplified paperwork procedures: Introduce measures such as a "Comprehensive Claim Method" that would allow one to apply for compensation including future estimated expenses and a "Full Year Compensation Form" that would allow one to apply for compensation to cover the unapproved periods in one lump sum.
- v) Proactive follow-up: The Director of the Fukushima Nuclear Compensation Office in charge of compensation operations has been stationed at Fukushima Division to achieve swift and sincere responses to complaints and requests received from the afflicted.

\* Alleviating concerns regarding TEPCO's enforcement of the statute of limitations

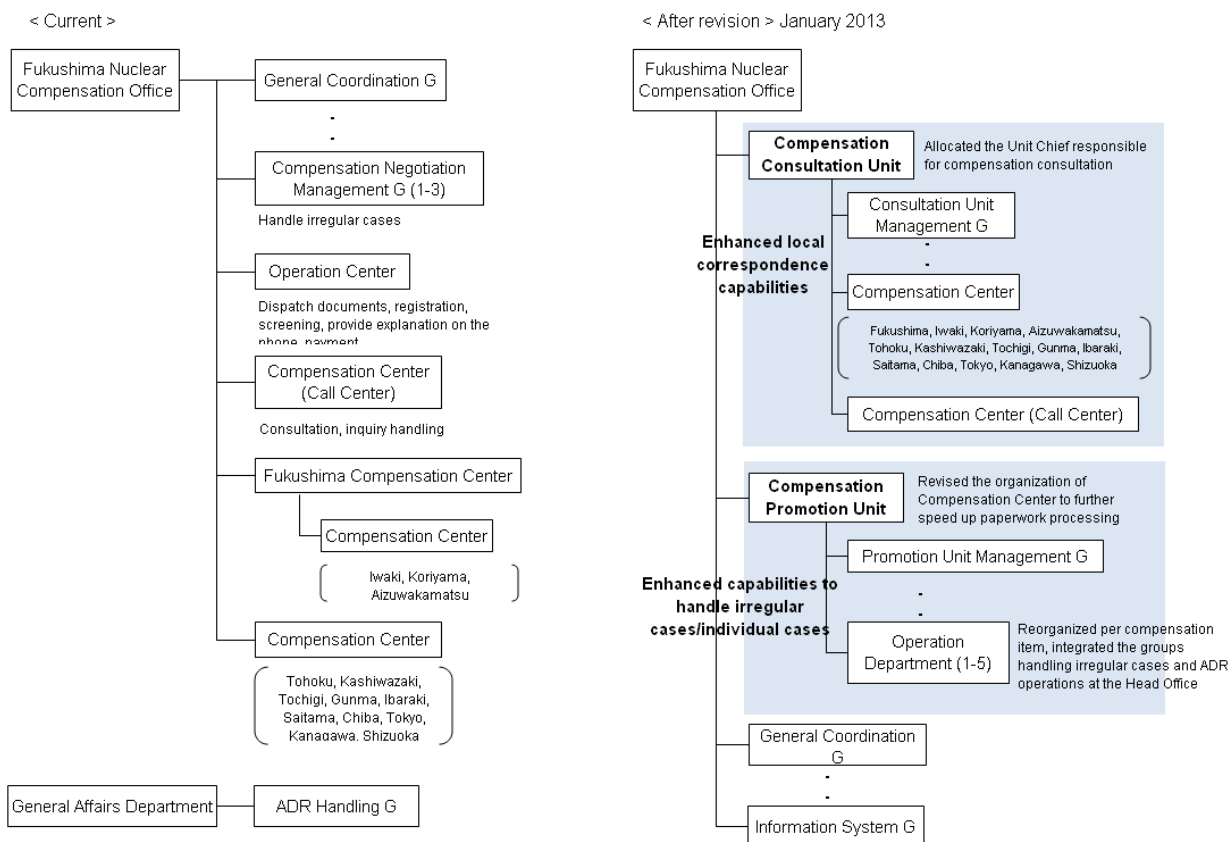
Many voices of concern have arisen among the afflicted as they question whether or not they will still be eligible for compensation benefits 3 years after the accident in light of the statute of limitations. While taking into consideration that Article 146 of the Civil Code stipulates that the "benefits of the statute of limitations may not be waived in advance," TEPCO has written out its policies and plans in reflection of its intentions to deal with this matter, exercising the utmost in care and flexibility. Specifically, TEPCO has written that it will respond to the afflicted with sincerity, giving due consideration to the circumstances of each case so that the afflicted would not be disadvantaged; for example, as long as the afflicted are receiving claim applications and related direct mail from TEPCO, TEPCO will not be able to assert the statute of limitations; additionally, TEPCO will be proactive in following up with those pending applicants who have received application forms but have not yet applied by providing information with meticulous care, including paying individual visits to their homes; furthermore, every possible measure will be taken to support compensation claims in case in which there still exist individuals who are qualified but remain in a state of unawareness concerning their compensation eligibility.

(3) Relationship with the government policy reforms

Our request to the government to immediately consider a new framework for support as mentioned in the "Management Policy towards Restoration" announced in November 2012 has been stated in the plan.

End

## Strengthening Organizational Framework for Compensation



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