

		UNIT	2018	2019	2020	2021	2022	
Customer	System Average Interruption Duration Index (SAIDI)		minutes	348 ^{※1}	32	5	4	15
	Customer Center	Calls received	1 thousand calls	3,866	3,556	3,122	3,264	3,505
		Response rate	%	81.6	88.7	93.2	88.4	82.5
Shareholders and investors	Institutional investors/analysts	Financial Results / Management plan briefing ^{※2}	sessions	3	2	3	5	4
		Facility tour etc.	sessions	3	1	1	3	3
Human resources	Number of employees	All	persons	16,086	14,363	14,180	13,995	13,839
		Male		14,233	12,624	12,447	12,237	12,069
		Female		1,853	1,739	1,733	1,758	1,770
	Average age	All	years old	42.8	42.4	42.5	42.5	42.5
		Male		43.0	42.5	42.6	42.7	42.6
		Female		41.3	41.0	41.3	41.1	41.2
	Years of service	All	years	22.3	21.4	21.4	21.4	21.3
		Male		22.6	21.7	21.6	21.7	21.6
		Female		19.9	19.2	19.6	19.3	19.3
	Number employed through regular recruitment ^{※3} (Figure for FY2023)	All	persons	406	398	392	417	390(405)
		Male		338	332	328	341	327(338)
		Female		68	66	64	76	63(67)
	Number of employees holding managerial positions ^{※4,※5} (Figure for FY2023)	All	persons	5,940	5,943	5,914	5,340	5,325(5,299)
		Male		5,778	5,762	5,685	5,111	5,082(5,041)
		Female		162	181	229	229	243(258)
	Ratio of persons leaving their jobs ^{※6}	All	%	1.01	1.05	1.03	1.27	1.39
		Male		0.88	0.88	0.89	1.13	1.29
		Female		1.92	2.21	1.96	2.14	2.04
	Ratio of mid-career recruitment for regular workers ^{※7}	%	3.1	1.7	2.5	7.7	13.7	
	Ratio of workers other than regular workers	%	7.8	8.6	9.0	9.7	8.0	
	Large-scale merger or acquisition affecting a majority of employees	cases	0	0	0	0	0	
	Large-scale dismissal of 10% of employees or more than 1,000 employees	yes · no	no	no	no	no	no	
	Ratio of workers joining the labor union	%	87.4	87.4	87.2	87.1	86.9	
	Hours worked per employee ^{※8}	hours	1,974	1,946	1,948	1,935	1,941	
	Number of days taken as paid annual leave per person ^{※9}	days	15.9	17.4	15.3	16.8	17.0	
	Number of days taken as special paid leave per person ^{※9}	days	6.8	7.3	6.2	8.4	8.2	
	Ratio of persons taking childcare leave ^{※9}	Male	%	4.2	5.6	11.1	29.6	92.6
		Female		100.0	100.0	100.0	100.0	101.4
	Number of persons taking nursing care leave ^{※9}	Male	persons	5	4	3	1	0
		Female		1	1	1	2	2
	Ratio of employees who are physically/mentally challenged (Figure for FY2023) ^{※10}	%	2.40	2.44	2.50	2.74	2.76 (2.79)	
	Lost Time Incident Rate (LTIR)	—	0.46	0.38	0.21	0.43	0.29	
	Number of industrial accidents involving Chubu Electric Power employees ^{※11}	accidents	99	77	79	79	49	
Number of industrial accidents involving contractors	accidents	60	39	45	39	26		
Number of work-related fatalities involving Chubu Electric Power employees	accidents	0	0	1	0	0		
Number of work-related fatalities involving contractors	accidents	0	0	1	2	1		
Presenteeism: work performance ^{※12}	%	—	—	—	95.0	94.8		
Absenteeism: work loss due to injuries and illnesses ^{※13}	—	9.4	8.9	8.4	10.6	10.3		
Ratio of employees receiving a stress check	%	98.5	99.2	98.6	98.5	98.9		
Rate of smoking	%	25.7	24.6	22.8	20.7	19.3		
Rate of person in appropriate weight	%	66.8	65.8	65.5	65.4	67.6		
Human resources development cost per employee	thousand yen	—	—	—	95	120		
Total number of hours spent for training	hours	—	—	—	—	37,458		
Total number of employees participating in training	persons	—	—	—	25,145	35,868		
Engagement survey ^{※14}	rating	—	—	—	—	BB		
Use of internal job posting systems for internal transfers ^{※15}	posts	—	—	—	—	42.0		
Percentage of mid-career employees among the number of persons employed ^{※16}	%	—	—	—	—	15.6		
Prevalence of flexible workstyles ^{※17}	%	—	—	—	—	95.4		
Social contribution activities	Number of On-demand Classes conducted		times	321	277	105※18	161	329
	Number of visitors to the Electricity Museum		persons	315,010	308,278	18,125※18	78,799	157,863

■ Due to integrating the thermal power generation businesses of Chubu Electric Power Co., Inc. into JERA Co., Inc. as of 1 April 2019, since FY2019 there is a difference in the datas related to thermal electric plants compared to before FY2018.

■ The values for the individual Chubu Electric Power companies are listed up to FY2019 and the total combined values for three companies consisting of Chubu Electric Power Co., Inc., Chubu Electric Power Grid Co., Inc. and Chubu Electric Power Miraiz Co., Inc. companies are listed from FY2020. (Chubu Electric Power Co., Inc. split off its power transmission and distribution businesses into Chubu Electric Power Grid Co., Inc. and its sales businesses into Chubu Electric Power Miraiz Co., Inc. on April 1 2020.)

※1 The figure worsened due to repeated typhoon damage in FY2018.
 ※2 Includes small-scale sessions
 ※3 Number of new employees as of April 1 of each fiscal year
 ※4 Includes seconded employees and employees on leave
 ※5 Figures as of July 1 of each fiscal year
 ※6 Ratio of employees who retired for personal reasons
 ※7 Ratio of mid-career recruitment as specified in 2-1, Article 27 of the Act on Comprehensively Advancing Labor Measures, and Stabilizing the Employment of Workers, and Enriching Workers' Vocational Lives; Ratio of mid-career hires versus the number of regular employees hired
 ※8 Figures representing all regular workers (excluding supervising managers)
 ※9 Figures representing all regular workers. Ratio of persons taking childcare leave showing the percentage of employees taking childcare leave and short-term leave for childcare starting from FY2022
 ※10 Figures as of June 1 of each fiscal year. Includes seconded employees, employees on leave, etc.
 ※11 Those involving medical treatment
 ※12 Calculated using Work Limitations Questionnaire (Japanese version) (WLQ-J)
 ※13 Calculated based on missed workdays due to injuries and illnesses
 ※14 Engagement survey provided by Link and Motivation Inc.
 ※15 Figures representing the number of posts solicited
 ※16 Number of mid-career employees hired / (Number of mid-career employees hired + Number of new graduates and others hired)
 ※17 Usage rate of teleworking system and "My Flex" system (a workstyle that allows fewer working hours per a settlement period of one day and enables employees to use the resulting extra time for hobby and other activities) = Used one or more times / person
 ※18 Affected by the spread of COVID-19