

## Instructions for Starting or Terminating Electrical Service

As soon as you know the date of your relocation, please contact YONDEN to open or close your account by sending an E-mail with the following information.

### ■ Contact Address (E-mail)

hikkoshi-uketuke1@yonden.co.jp

### ■ Required Information

Please E-mail us with the following information.

#### ◇ Starting Electrical Service

1. Customer Number (お客さま番号)	Not required if you are unsure
2. Date and Time of Relocation	Must be two business days or later from the application date
3. Name of Customer	Required information
4. Address	Required information
5. Name of Building / Room Number	Required if it is housing complex
6. Phone Number and E-mail Address	Required information
7. Billing Address	Required if it is different from "4. Address"

#### ◇ Terminating Electrical Service

1. Customer Number (お客さま番号)	Required information
2. Date and Time of Relocation	Must be two business days or later from the application date
3. Name of Customer	Required information
4. Address	Required information
5. Name of Building / Room Number	Required if it is housing complex
6. Phone Number and E-mail Address	Required information
7. Final Payment Method	Please choose one of the below. - Withdraw from your bank account or by credit card which your electricity bill is deducted - Receive a bill and make a payment at a major convenience store or bank (Please make sure to write your billing address in Japan)

### ■ Important Notice

#### • Application Deadline

Please contact us at least 2 business days before your last / first planned day of service.  
(e.g. If you wish to start service on Wednesday, please contact us by Monday.)

For immediate assistance, call us to speak with one of our representatives.

(Please note: As not all of our representatives are familiar with speaking English, we may have to call you back to assist you.)

YONDEN Customer Support Center : 0120 - 410 - 761 (Toll free)  
 Hour of Operation : Monday to Saturday, 8:40am – 5:20pm  
 \* Closed on Sundays, Holidays, Year End and New Year's (Dec 29 - Jan 3)

#### • Application Confirmation

A confirmation E-mail will be sent to your E-mail address.

#### • Others

We may contact you about the content of your application.

We are not responsible for any undelivered application caused by internet problems.