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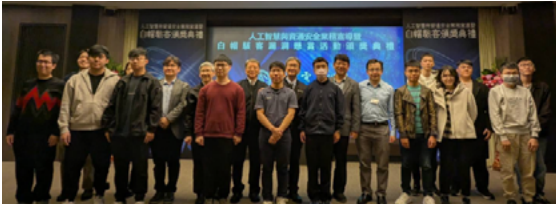
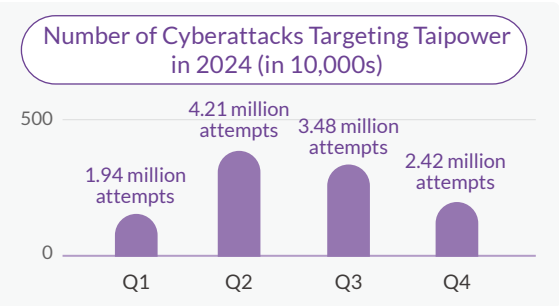
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Information Security Management Performance and Results

Management Aspect	Performance Indicator	Implementation in 2024
Organization	Whether the information security policy, approved by management, has been communicated to all employees	Communicated
Asset	Whether assets have been classified	Classified
Risk	Whether vulnerability scans are conducted quarterly on hosts and improvements are tracked	Scanned and improved
Risk	Whether the use of information and communications technology (ICT) products from mainland Chinese manufacturers is prohibited to reduce cybersecurity risks.	Prohibited
Operations	Whether regular patching and updates are conducted	Patched and updated
Continuity	Whether annual business continuity drills are conducted for core ICT systems	Conducted
Training	Whether two social engineering drills are held annually	Conducted
Testing	Whether annual penetration tests are conducted for all core ICT systems	Conducted
Incident	Whether incidents are handled in accordance with Taipower's Information Security Incident Reporting and Response Procedures	Followed

All results for 2024 were reviewed and found to be normal, with no violations of relevant regulations.



In 2024, a total of 60 vulnerabilities were disclosed through Taipower's bug bounty program for white hat hackers, with approximately NT\$1.32 million awarded in bonuses.



Taipower's
Information and
Communication
Security Policy



Open Data
Section on
the Official
Website



5.3 Promoting Energy Conservation

5.3.1 Promoting an Electricity-Saving Society 302-5

Taipower has promoted power-saving incentives since July 2008 to encourage energy conservation. In 2018, a registration mechanism was introduced: users signing up via the website, a hotline, or at a counter receive NT\$0.6 per kWh saved, with a minimum reward of NT\$42 for monthly billing, and NT\$84 for bimonthly billing.

The "Power Instant" app regularly offers energy-saving missions, where users earn points to redeem prizes, join raffles, or offset bills-helping cultivate saving habits. Taipower also promotes energy education through service teams, community campaigns, and customized diagnostics.

Power-Saving Reward Performance

Year	Amount of Electricity Saved (Billions of kWh)	Reward Amount for Saving Electricity (NT\$100 million)	CO ₂ Emission Reduction (10,000 metric tons)	Equivalent Number of Daan Forest Parks (CO ₂ absorption in one year)
2022	23.1	17.0	114	2,933
2023	18.1	14.5	90	2,302
2024	17	14.0	84	2,159

Notes:

1. Based on the electricity emission coefficient of 0.494 kg CO₂e/kWh announced by the Energy Administration under the MOEA in April 2024, and the 2020 report indicating that one Daan Forest Park absorbs 389 metric tons of CO₂ annually.
2. Performance data includes users who completed registration for the reward program (4.98 million users by the end of 2024).
3. Annual electricity savings are calculated using the previous year as the base year.

The "Power-Saving Infinity: Unlimited Happiness" Education Program

In 2024, Taipower's energy-saving education focused on six themes learning, doing, playing, listening, smelling, and seeing and used diverse and interactive experiences to raise public awareness. Four major campaigns were held: "Power-Saving in Business" at the Yilan International Children's Folklore Festival, "Power-Saving Night Show" at the Penghu Music & Light Festival, "Have a Power-Saving Cup" at the Yunlin Taiwan Coffee Festival, and "Run for Power Saving" at the Tianzhong Marathon in Changhua. Taipower also organized 150 school-based events to educate children and families through fun activities.

To instill energy-saving habits at a young age, Taipower has used theater, magic shows, board games, and picture books to help elementary students learn and share power-saving knowledge at home and in their communities. The program also encourages people to use digital tools such as the Taipower app and e-bills to improve energy management.

In 2024, Taipower invested NT\$20.845 million, with an estimated outreach of 42 million person-times. Moving forward, Taipower will continue to promote energy-saving culture across age groups and regions through innovative activities and cross-sector collaboration, fostering community participation and advancing toward net-zero emissions.



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Actual Power-Saving Outcomes

1

On April 3, 2024, the Hualien earthquake and high temperatures created peak load pressure. Through price adjustments and demand responses, Taipower reduced electricity usage by approximately 4.8 million kWh on April 15, saving over NT\$20 million (about NT\$5 per kWh)-a more economical and environmentally friendly solution than building new peak-load units.

2

In 2024, demand response participation reached 3.01 GW. The actual maximum participation, based on the peak month's combined load management and ancillary services, totaled 3.42 GW.

3

The "Power Instant" app promoted power-saving from 6:00 p.m. to 8:00 p.m. among residential users, achieving a total savings of 1,233.2 kWh in 2024-an average of 0.35 kWh per household per hour.

4

A pilot Automated Demand Response (ADR) program was launched from July to November 2024. Service providers (or smart appliance vendors) remotely adjusted participating household appliances to fan-only or off mode, offering users a new model of energy saving. Over 2,000 households and 4,000 devices participated, with a cumulative power saving of 15,000 kWh.



Power-Saving
Incentive Program
Registration

5.3.2 Refinement of Customer Services

2-26

Taipower places great emphasis on issues of concern to the general public. Through diverse channels, the Company maintains bilateral communication with its customers and improves service quality by following customer suggestions. In addition, Taipower facilitates customer inclusion by attempting to resolve all service hindrances caused by language, culture, and literacy-related issues. Taipower's customer services are now available in Mandarin Chinese, Taiwanese, Hakka, and English to cater to customers' power service needs in the language of their preference.

Engagement Channel

● Taipower's Official Website

In order to increase public awareness of issues affecting the electricity industry, Taipower has disclosed 32 items of information on its official website under six categories. These include Management, Power Generation Information, Power Supply and Demand, Customer Information, Environmental Information, and Engineering Information. These disclosures allow the public to browse online and gain a greater understanding of the actual operations of the company.



Taipower's
Official
Website



Taipower TV
- YouTube
Channel



The Taipower
Fan Page on
Facebook

● Taipower TV - YouTube Channel

Taipower TV was launched on May 1, 2013. All videos-from planning and production to release-are created in-house and cater to various audience interests. As of 2024, the channel has accumulated over 3 million views on YouTube. Content covers power policies, current affairs, and practical energy-saving tips, with topics such as the Hsieh-ho Oil-to-Gas Project, gas-fired plant transitions, typhoon restoration efforts, blackout incident explanations, and the Taipower "Flying Tigers" repair team. In 2024, the channel began focusing on vertical short videos (Shorts) to enhance reach and responsiveness.

● The Taipower Fan Page on Facebook

The Taipower Fan Page on Facebook has over 260,000 followers and reached more than 45 million views in 2024. Post topics include corporate policies, power saving, electricity safety, power knowledge, user-friendly services, and event updates. In 2024, key communication themes included power dispatch, electricity pricing, clarification about the idea that outages do not mean shortages, energy policies, solar power myth-busting, the Hsieh-ho Oil-to-Gas Project, green electricity procurement, and energy conservation. Through social media sharing, Taipower expanded its outreach and improved communication effectiveness. In 2024, its posts were cited 2,331 times in online news, shared 23,231 times on Facebook, and generated a total of 36,160 mentions.

User Communication and Management

To protect the legitimate rights of its customers, Taipower has established "Guidelines for Handling Customer Petitions" to ensure that user suggestions or complaints are addressed fairly, reasonably, and in a timely manner. This not only enhances service quality but also strengthens the Company's public image. Customers are encouraged to express their opinions regarding Taipower's business measures, service conduct, protection of rights, or on matters of public interest through a variety of communication channels.

● District Service Offices

Taipower has established a comprehensive service network throughout Taiwan, providing over-the-counter electricity applications and consultation services. These district service offices are responsible for the construction and maintenance of power supply lines in their respective areas, ensuring fast responses to customer needs and maintaining positive customer engagement. Each year, Taipower holds a seminar with the Taiwan Electrical Engineering and Industrial Association to promote two-way communication and build consensus with contractors. These meetings help resolve electricity application issues and disseminate important business information. The 2024 seminar was held on November 20 at the Tainan District Office of Taipower.

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● Feedback Channels

Taipower has established multiple channels to address diverse customer service needs. They include a feedback mailbox on its official website, the 1911 customer service hotline, and dedicated personnel services.

Through its customer service center, website feedback mailbox, and AI customer service system, Taipower provides mechanisms for users and stakeholders to submit feedback and lodge complaints 24/7. The mechanisms cover electricity tariff appeals, equipment repair requests, and service quality feedback. All cases are handled and responded to in a timely manner according to established procedures, ensuring that concerns are effectively addressed and tracked.



Customer Feedback Mailbox

A feedback mailbox is available on Taipower's official website for users to submit inquiries and suggestions. In 2024, a total of 5,002 messages were received.



Customer Service Hotline and Intelligent AI Support

The 1911 customer service hotline and AI customer support system provide 24/7 year-round services, handling electricity bill inquiries, applications, and repair requests. In 2024, over 1.967 million calls were answered, with a 94.72% pickup rate within 20 seconds.



Dedicated Customer Service

Taipower offers dedicated customer service visits to group enterprises, high-consumption users, industry associations, and science parks. In 2024, 3,560 in-person service visits were conducted.

● Customer Satisfaction

From October 21 to November 29, 2024, Taipower conducted a customer satisfaction survey for general, medium, and large users. The survey covered service quality, corporate image, user feedback, and overall satisfaction. Results showed satisfaction levels exceeding 90%, indicating strong recognition of Taipower's services. The Company has reviewed and addressed the reasons for dissatisfaction and issues raised via the user opinion mailbox, and has promoted follow-up improvement reports. Moving forward, Taipower will continue to enhance customer service and communication in line with the Ministry of Economic Affairs' Implementation Plan for Improving Service Efficiency.

2024 Survey Objectives, Period and Areas

Survey Objectives	Period	Survey Facets
1.General users: low-voltage users who have had business contact with Taipower in the past year. 2.Medium and large users:users with acontracted capacity of more than 100 kW.	October 21 – November 29, 2024	1.Service quality 2.Corporate image of the company 3.Customer feedback 4.Overall customer satisfaction

Customer Satisfaction Scores

95.1

2022

96.4

2023

96.8

2024



Satisfaction
Survey Link



Open Data Section Link
on the Official Website

Diverse Green Power Options

Green energy development is a global trend and a critical requirement for Taiwan's industrial exports. It also plays a key role in the nation's economy and strategy. Since 2021, Taipower has operated a power trading platform modeled after advanced market structures in the U.S., U.K., and Australia. By leveraging ancillary service transactions and cloud technology, the platform encourages private self-use generation and grid-connected energy storage systems to participate in the grid. This competitive bidding mechanism enables fair profit opportunities while supporting grid stability nationwide.

● Performance Indicators for Green Power Direct Supply

Driven by the government's active promotion of renewable energy deployment and Taipower's efforts to facilitate grid connection, the volume of renewable energy directly supplied in 2024 reached 2.999 billion kWh, representing a 73.05% increase from 1.733 billion kWh in 2023. This reflects the growing vitality of green power market transactions.

● Dedicated Webpage for Renewable Energy Grid Connection

Taipower's official website features a dedicated "Renewable Energy Grid Connection" section, providing three online inquiry systems. The platform also discloses remaining grid capacity by region and solar power interconnection statistics, assisting developers in selecting areas with greater available capacity for investment.

- Grid Capacity Inquiry:Developers can search for available grid capacity of nearby feeders by address or land number.
- Application Progress Inquiry:Users can check their case progress online using the application number.
- Queue Status for Full Capacity Feeders:Displays the queue order for feeders that have reached capacity.

● Green Power Market Development Plan

Taipower launched the"Green Power Sandbox Program,"allowing single legal entities to allocate their self-generated power among different electricity accounts within the same TOU period. This helps prioritize the use of green power and reduce surplus energy. The program began on October 1, 2023, and was initially scheduled to end on September 30, 2024, but was extended on June 4, 2024, to continue through September 30, 2025. In 2024, the volume of transferred power under the program reached 1.387 billion kWh, accounting for 47.0% of total transferred green power. Going forward, Taipower will align with amendments to the Electricity Act and continue reviewing relevant transfer and direct supply regulations and contract terms, while assisting companies as they transition to direct supply to improve efficiency and user-friendliness.

Electricity Bill Inquiry Portal for Rental Housing

To enhance transparency in the rental housing electricity market, Taipower launched an online platform on January 31, 2024. After completing authentication at a Taipower service center, tenants can access the website to check the average electricity rate per kilowatt-hour for their rental unit. This helps tenants better understand their electricity usage, protect their rights, and assess whether electricity charges are reasonable.



Rental
Electricity Bill
Inquiry Portal