

Contents

About this Report

Statement from the Chairman

Annual Recognition and Awards

CH1 Taipower and Sustainability

CH2 Provider of Sustainable Power

CH3 Agent of Environmental Friendliness

CH4 Leader of Smart Grid Development

CH5 Provider of Services for Smart Living

5-1 Implementing Digital Transformation

5-2 Strengthening Information Security

5-3 Promoting Energy Conservation

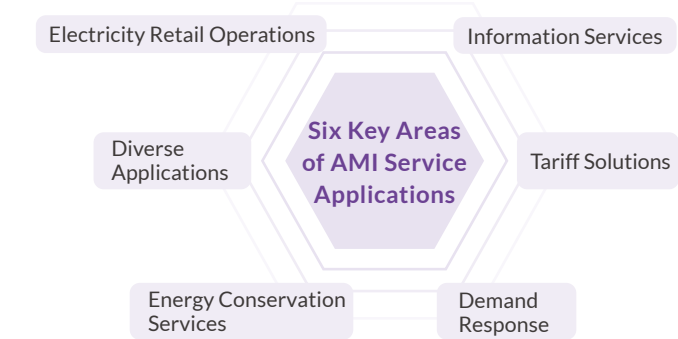
CH6 Practitioner of Corporate Social Responsibility

Appendix

Smart Meters (AMI) Usher in a New Era of Energy Management

Taipower has integrated mobile digital technology and big data applications to launch a dedicated "Taiwan Power App" and an "Electricity Usage Diagnosis Center." These platforms offer residential electricity consumption analysis services and serve as integrated platforms for service applications, bill inquiries and payments, case tracking, and push notifications. A dedicated section for AMI services is also included.

As of the end of December 2024, the number of registered Taipower App users reached 2.082 million. These users had linked a total of 2.776 million electricity account numbers (including 634,000 low-voltage AMI users), among which 1.449 million accounts had completed identity verification. With the growing number of low-voltage AMI users, Taipower continues to enhance AMI-related services within the app. Examples include offering energy-saving recommendations based on user questionnaires ("Power Saving Tips") and sending push notifications for power outages, thereby improving overall service efficiency.



Innovative Services via the Taipower Mobile App

Taipower continues to expand payment options and push notification features. For low-voltage AMI users, the app now offers visualized consumption charts, unbilled electricity data, tariff simulation, usage alerts, and residential electricity analysis to meet user needs and enhance service quality.



5.2 Strengthening Information Security

418-1

Product Responsibility and Personal Data Protection

Taipower sets electricity tariffs in accordance with government regulations and manages customer information in compliance with the Personal Data Protection and Electricity Acts. The Company conducts annual reviews of personal data files, examining the necessity of each data field to ensure appropriate protection of personal information. Confidentiality mechanisms are in place for customer information, and identity verification is required for electricity data inquiries. Key databases are monitored in real time through audit systems. Abnormal records are reviewed monthly, and all inspections in 2024 were normal with no violations found.

0 Item

2024 Violations

Personal Data Protection Measures

- ✓ Regular Reviews and Updates:Annual inspections and reviews of personal data files and systems.
- ✓ Confidentiality Mechanisms:Establish mechanisms to prevent leakage or misuse of customer information.
- ✓ Dedicated Task Force: Establish a "Personal Data File Security Management Task Force" to develop and implement the "Personal Data Protection Guidelines" and a "Security Maintenance Plan and Post-Termination Handling Procedures for Personal Data Files."
- ✓ Audit Mechanisms: Implement database audit mechanisms to ensure data processing complies with regulations.
- ✓ Data Exchange Controls:Strictly manage data exchanges with external entities to prevent information leakage.
- ✓ User Consent:Electricity usage information is disclosed or queried only with user consent or legal authorization, and identity verification is required.
- ✓ Data Storage:Strengthen storage and handling of electricity registration documents to ensure data security.
- ✓ Online Access Restrictions:Limit online access to billing data; display prompts and retain audit logs for internal inquiries.

Information and Communication Security Risk Management Framework

Taipower has established an information and communication security risk management framework that covers both company-level and department-level risk management. In line with the Company's risk management policy, the framework includes risk identification, assessment, control, and monitoring to mitigate the impact of information security risks on operations and to support sustainable development. Taipower's information security policy is based on the ISO/IEC 27001 international standard and covers areas such as system inventory, risk assessment, vendor management, and incident reporting.

In accordance with internal policies, Taipower implements the following information security management measures:

Taipower implements the following information security management measures

- ✓ Personnel security management and training
- ✓ Vendor relationship security management
- ✓ Information security incident management
- ✓ Information asset security management
- ✓ Network security management
- ✓ System access control
- ✓ Business continuity planning

Contents

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Sustainability

CH2 Provider of Sustainable
Power

CH3 Agent of Environmental
Friendliness

CH4 Leader of Smart Grid
Development

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Smart Living

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Transformation

5-2 Strengthening
Information Security

5-3 Promoting Energy
Conservation

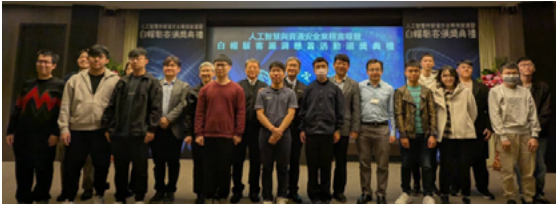
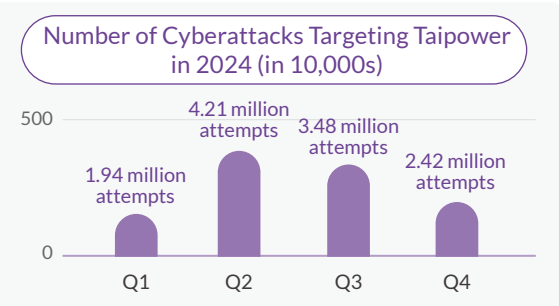
CH6 Practitioner of Corporate
Social Responsibility

Appendix

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.

