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Digitalization of Utilities

Case for Connected Customer and Workforce Experiences



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India Smart Utility Week

SEW.ai (Smart Energy Water)

We Engage, Educate and Empower Millions of People to Save Energy and Water through our Digital Platforms

Digital Customer Experience (CX) | Digital Workforce Experience (WX) | AI/ML/IoT Analytics

28+
Countries

345+
Providers

865 M+
People

150.5 B+
Transactions

110+
Awards

1150+
Employees



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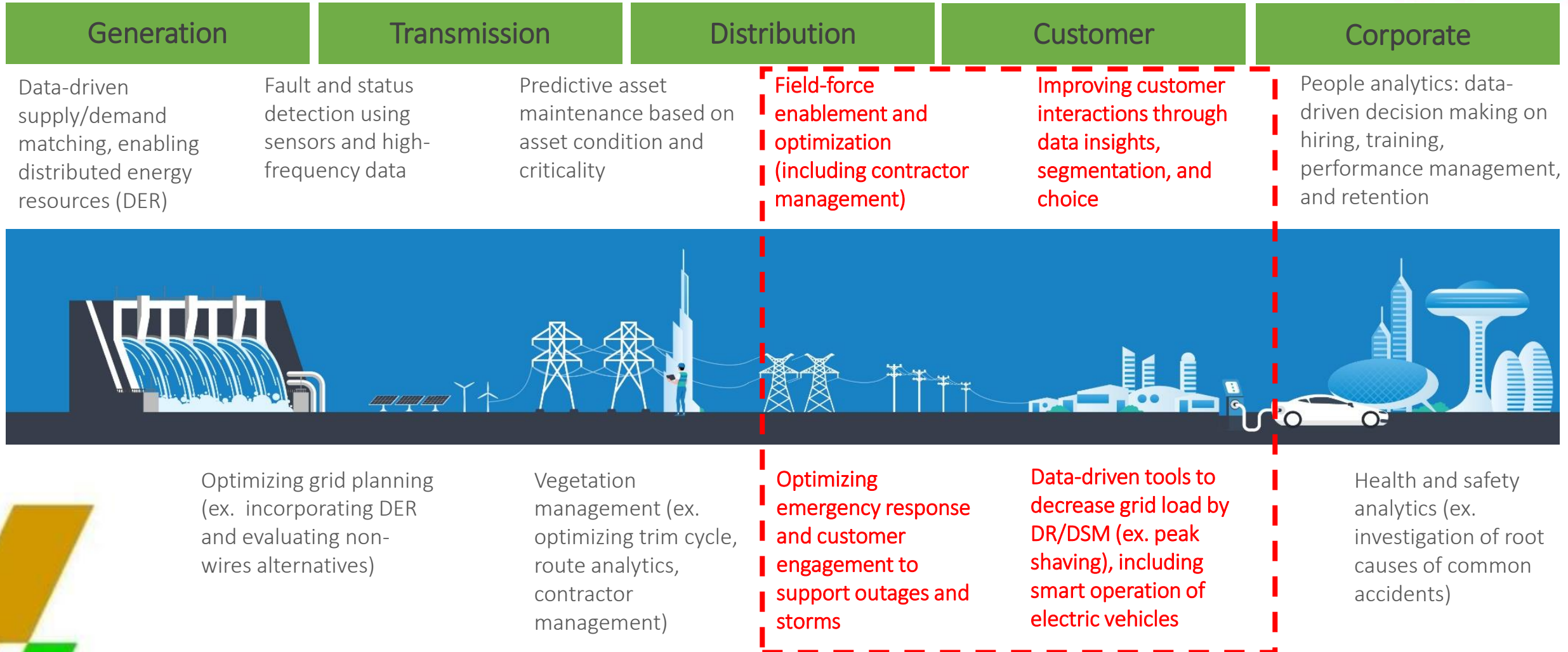


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The impact of digital technologies stretches right across the utility value chain



As utilities, we are adapting today with our eyes on new tomorrow!

Industry Megatrends



Clean Energy Shift

- C-Suite Focus on Sustainability
- Rising renewable penetration
- Green technology drivers
- Focus on Decarbonization



Accelerating Urbanization

- Rising consumption demand
- Advent of “Green” and “Smart” cities
- Increased adoption of Smart Home and EV
- Citizen and Communities Engagement
- Water-Energy Nexus. Circular Economies



Building for Reliability and Resiliency

- Digital strategies for remote workforce
- Evolving remote digital workplace
- Field force safety
- Unprecedented weather events driving resiliency strategies



Turning Data into Actionable Insights

- Artificial Intelligence and Analytics
- Operations Planning, Work Prioritization And Personnel Management
- Intelligent CX and WX



Consumers to Prosumers, and Customers to Citizens

- Evolution of utility consumers
- Changing consumer patterns
- Rising energy and water communities
- Distributed energy resources and battery storage



Smarter Grid and New Age Technologies

- Increasing deployment of DERMS and ADMS. Smart Contracts
- 5G and cloud. Mobility, AI/ML for the clean energy transition
- Unmanned aircraft system (UAS)/Drones, Grid modernization, Digital Twins



These industry megatrends are leading to a Smarter Utility Consumer / Customer / Citizen

A One-Stop Shop for all our Utility needs

Smart Producer

- Demand Response
- Green Button
- Disaggregation
- Green Footprint
- Community Solar

Smart Assistance

- Personalized Energy Assistance
- Marketplace and DR Programs
- Saving / Educational tips
- Rebates and Programs enrollment
- Efficiency Ranking and Neighborhood Comparison

Smart Payments

- Multiple digital Payment channels (Bank, Cards, Wallets, Kiosk, ACH etc.)
- Payment Plans (Auto Pay, Pay as you go, Prepay, Level Pay, One-time payments)
- E-Bill Enrollment . Personalized Rate Plans
- Bill Comparison, Payment Extensions

Smart Services

- Digital Citizen services
- Real time updates and connectivity
- Customer-workforce connection
- 24/7 availability



Smart Mobility

- Smart Parking
- Smart EV Management
- Smart Charging Experience
- Personalized transport
- Adaptive connected cars
- Last Mile Connectivity

Smart Homes

- Appliance control
- Security
- Match energy use to occupancy
- Landscape control

Smart Insights

- Personalized service
- Virtual Audits
- Personalized Alerts and Notifications
- Bundled Services
- Reports and Comparisons

Smart Communications

- Personalised communication for target customer group
- Text, IVR, email WhatsApp, smart bots
- Notification Preferences for multiple topics
- Marketing Preferences
- Social Media Integration



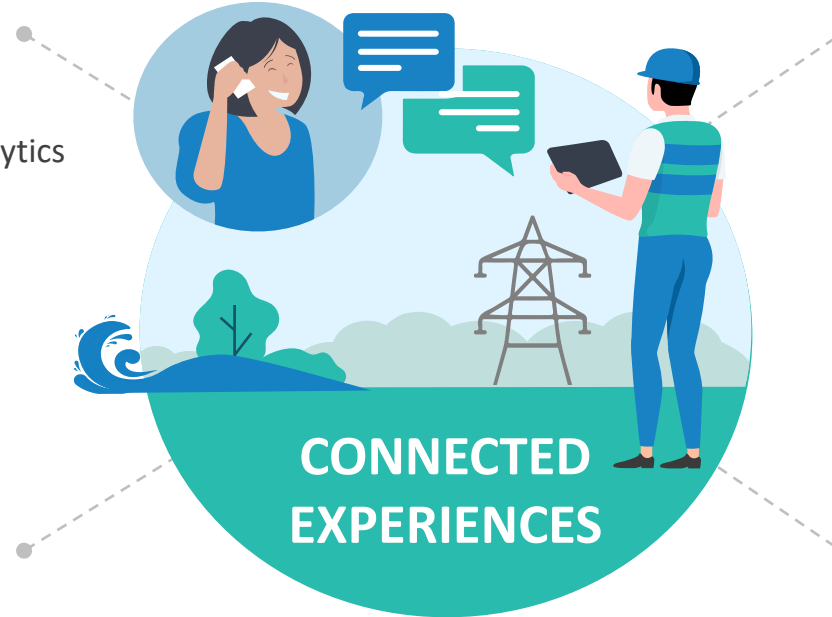
SEW's platform (www.sew.ai) is designed to enable a fully connected experience

Connected Data and Intelligence

- Delivering AMI and non-AMI data to customers
- AI/ML Customer, Workforce and Operational Analytics
- End-to-end monitoring of customer journeys
- In-built CRM and marketing cloud

Connected Interactions

- 360-degree customer service management
- Conversational bots / live and virtual agents
- Automated, intelligent IVR platform
- Proactive notifications



Connected Operations

- Proactive management of issues
- Real-time view of customer journey
- Real-time two-way communications
- Customer account management

Sustainable Goals for Customers

- Smart home and EV management
- Demand Response, and Consumption Analysis
- Community solar
- Water Conservation/Energy Efficiency Program recommendations

CONNECTED OUTCOMES



Improved
Customer
Service



Co-ordinated
Customer- Utility
Communication



Improved Operational
Efficiency and
Productivity



Increases
Customer
Satisfaction



Energy Efficiency
and Water
Conservation



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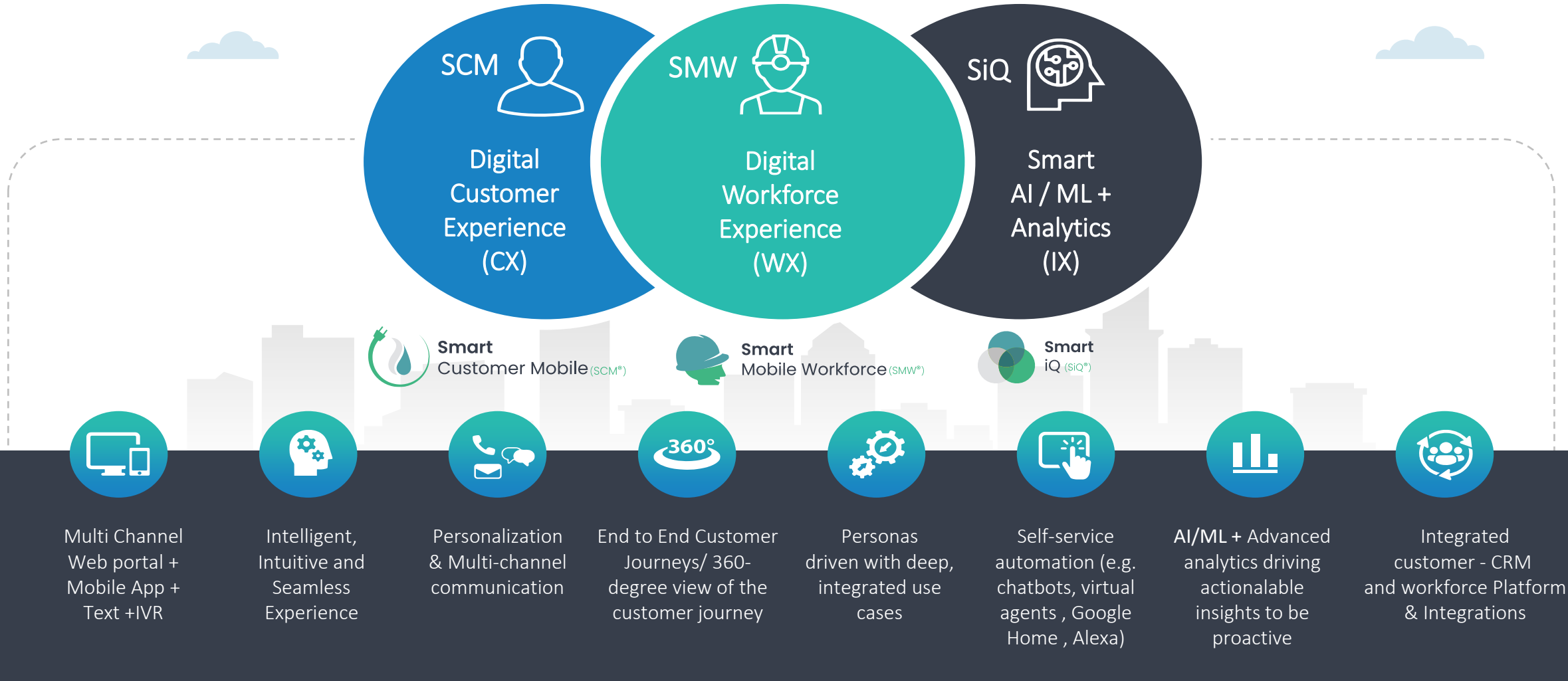


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SEW's clients are using the platform to create end to end customer journeys



SEW's platform focuses on 3 core products (customer, workforce, data)



Smart Customer Mobile (SCM®)



- ✓ EE / DR Program Management
- ✓ Drought Management
- ✓ Billing and Payments
- ✓ Outages and Service Requests
- ✓ E Mobility/ EV Management
- ✓ Smart Home Management
- ✓ Usage and Comparison
- ✓ Digital Marketplace + Rebate Management
- ✓ Community Solar
- ✓ Preference and Notification Centre
- ✓ CRM + Case Management
- ✓ Live Chats and Chatbots
- ✓ Multiple User Personas



Smart Mobile Workforce (SMW®)



- Work Order Management
- Auto Scheduling and Dispatching
- Assets and Inventory Management
- Regulatory and Compliance
- Training and Learning Mgmt.
- Timesheet & Expense Mgmt.
- Enterprise-wide collaboration
- Online & Offline mode
- Safety and Compliance
- Damage Assessment
- Outage Management
- Operational AI and Analytics
- GPS Route Tracking and Optimization
- Preventive Maintenance
- Content Management



Smart iQ (SiQ®)



- AI powered Customer and Workforce insights
- Energy and Water Analytics
- AI / IoT driven Use Cases
- Programs and Rebates Management
- Peak Load Management
- Complaints & Violations
- Leakages and Flow Analysis
- Micro Customer Segmentation
- District Metering Analysis
- Non-Technical Losses
- Customer Behavior and Analytics

SEW have enabled some of India's leading digital transformation successes



Indian Oil Corporation Limited

Through SEW platform, branded as 'Indian Oil CGD', IOCL offers customers with an intuitive and easy-to-use mobile app and web portal, that empowers customers to easily access their Indian Oil LPG account.

Its features cover full utility operations from bill payments, usage tracking, account mgt., service requests, complaints to notification & alerts.

The key components of the solution were:

- Feature-rich, empowered the end-user with digital self-service options
- Multiple communication channels, for billing and outages
- Report outages
- Allow access to guest-users
- Service Requests with over 20 varied service forms, and 24*7 query redressal options



GUJARAT GAS

For GGL, this turnkey solution provided the customers with comprehensive set of capabilities that allowed them to pay their bills online, analyze their gas usage, schedule service requests, receive real-time alerts, raise & track complaints, get saving tips - all with the convenience of a single integrated mobile app & customer portal.

Furthermore, with SCM, GGL was able to :

- Promote sustainability by allowing customers to compare & track their usage
- Digitally educate customers on sustainable usage of natural gas to avoiding wastage
- Get 360-degree view of the customer behavioral patterns and trends to craft personalized and seamless experiences at multiple touchpoints
- Available in 5 different Indian languages to cater to their vast customer-base
- Cater to various customer personas – residential and commercial



BSPHCL

BSPHCL adopted SCM - integrated with a new CIS solution, to reshape how BSPHCL used technology, data, and customer service. The new system delivered an integrated customer relationship mgt. solution, reduced costs, streamlined operations, and provides quality service to their customers.

Adopting SCM®, enabled BSPHCL to shift from an outdated model to a new mode, playing a crucial role in enabling digital transformation, keep costs low and maximize productivity.

The feature-rich customer mobile application, to over 2 million customers, offered:

- Mobile App - Customer-facing mobile apps for Google Android
- Utility Customer Service Portal - Utility-facing Admin Portal
- Notifications and Alerts - Configurable to each customer's preferences



SEW's clients are winning global awards and receiving recognition



Awards



Chartwell analysts named **San Diego Gas & Electric** as the **Digital Experience Award winner** for its implementation of new CIS and self-service platform, launched in partnership with Smart Energy Water.



Southern California Gas (SoCal Gas) Awarded the Level I Finalist Under Best Analytics Project at Expanding Excellence Awards by 2021 CS Week for its Ways to Save Digital Platform



Smart Energy Water and **Gujarat Gas** win with **ISGF Innovation Award 2021**- Diamond Level for the smart technology- gas distribution category

Associations



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