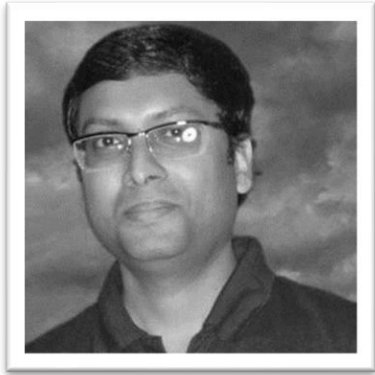


City Gas Distribution and Connected Digital Customer-Workforce Experiences



Debraj Bose
Regional Sales Leader



Indian City Gas Distribution A Look at What is Changing

Emerging Facts in India's City Gas Distribution...

Facts

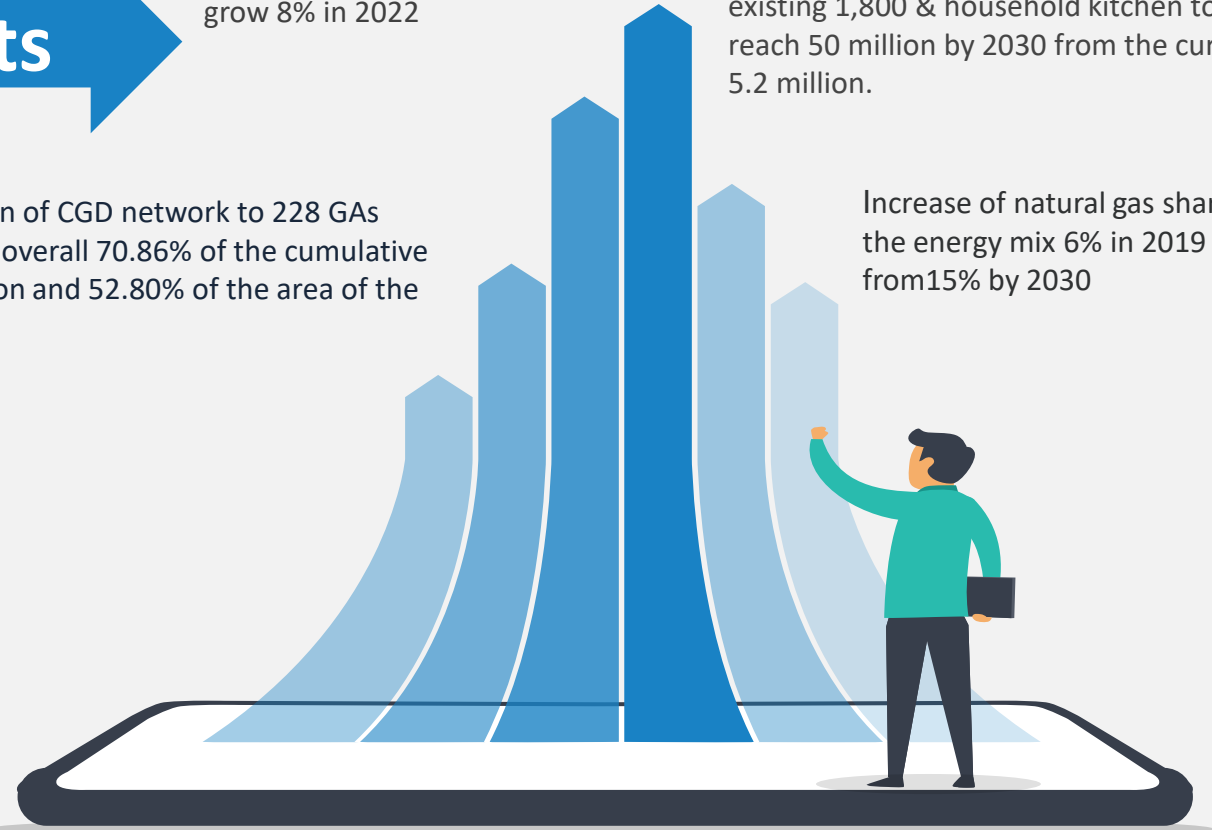
- Humane Automation with Personalized Interactions
- Nudge Innovation with Bundled Utility Service
- Omnichannel and Intelligent Assistance
- First Time Fix- Query redressal via digital channels
- Digitalization to rewire operations
- Agile and Empathic customer support
- Advanced CRM with case management
- Create additional value from data using ML
- Energy forecasting through advanced analytics
- Building for ESG

Natural Gas consumption will grow 8% in 2022

CNG stations to reach 10,000 from the existing 1,800 & household kitchen to reach 50 million by 2030 from the current 5.2 million.

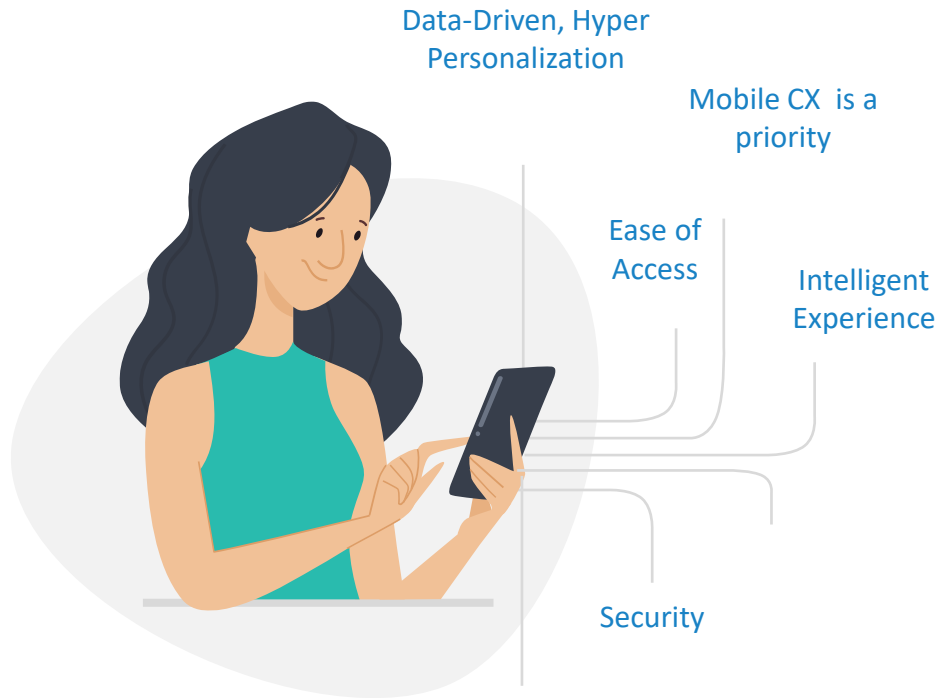
Expansion of CGD network to 228 GAs covering overall 70.86% of the cumulative population and 52.80% of the area of the country

Increase of natural gas share in the energy mix 6% in 2019 to from 15% by 2030



Digital Customer Experience

New Mandates



Real Time Information for
Greater Control

Preferences
Management for
Customers

- Let customers inform how they want to be engaged
- Provide management options for communication and alert preferences
- Inform the energy provider about an outage scenario

Customers provided
with Payment and
billing flexibility

- Give customers payment flexibility to fit their needs
- Enable self-enrollment in a variety of billing-related options, including automatic payments, fixed payments, partial payments, levelized billing, and paperless billing

Perfect Service
Management

- Customers raise queries, visualize the resolution status and coordinate with field workers
- Deflect call center traffic and reduce cost to serve
- Real-time location tracking of for improved scheduling and dispatching.
- Skilled technicians remotely support field worker and collaborate digitally, using virtual and augmented reality simulations

Scalable data platform

Novel fusion of ML & AI

Process & Analytics –
Center of excellence

Customer Service &
Workforce
management

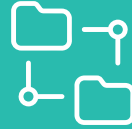
Dynamic CGD
ecosystem

Pillars for Building Reliable Customer Service



Connected Interactions

- Omni-channel interaction- smart chatbots, social media
- Conversational bots/live and virtual agents
- Automated, intelligent IVR platform
- Proactive notifications



Connected Data and Intelligence

- AMI and non-AMI data
- AI/ML Customer and Operational Analytics
- Gas Analytics



Digital Technologies

- Cloud Platforms- Scalable, Modular, Flexible
- Native Mobile Apps
- Front and Backoffice integration

CONNECTED OUTCOMES



Improved
Customer
Service



Proactive and
Personalized
Communication



Improved Operational
Efficiency and
Productivity



Increased Customer
Satisfaction



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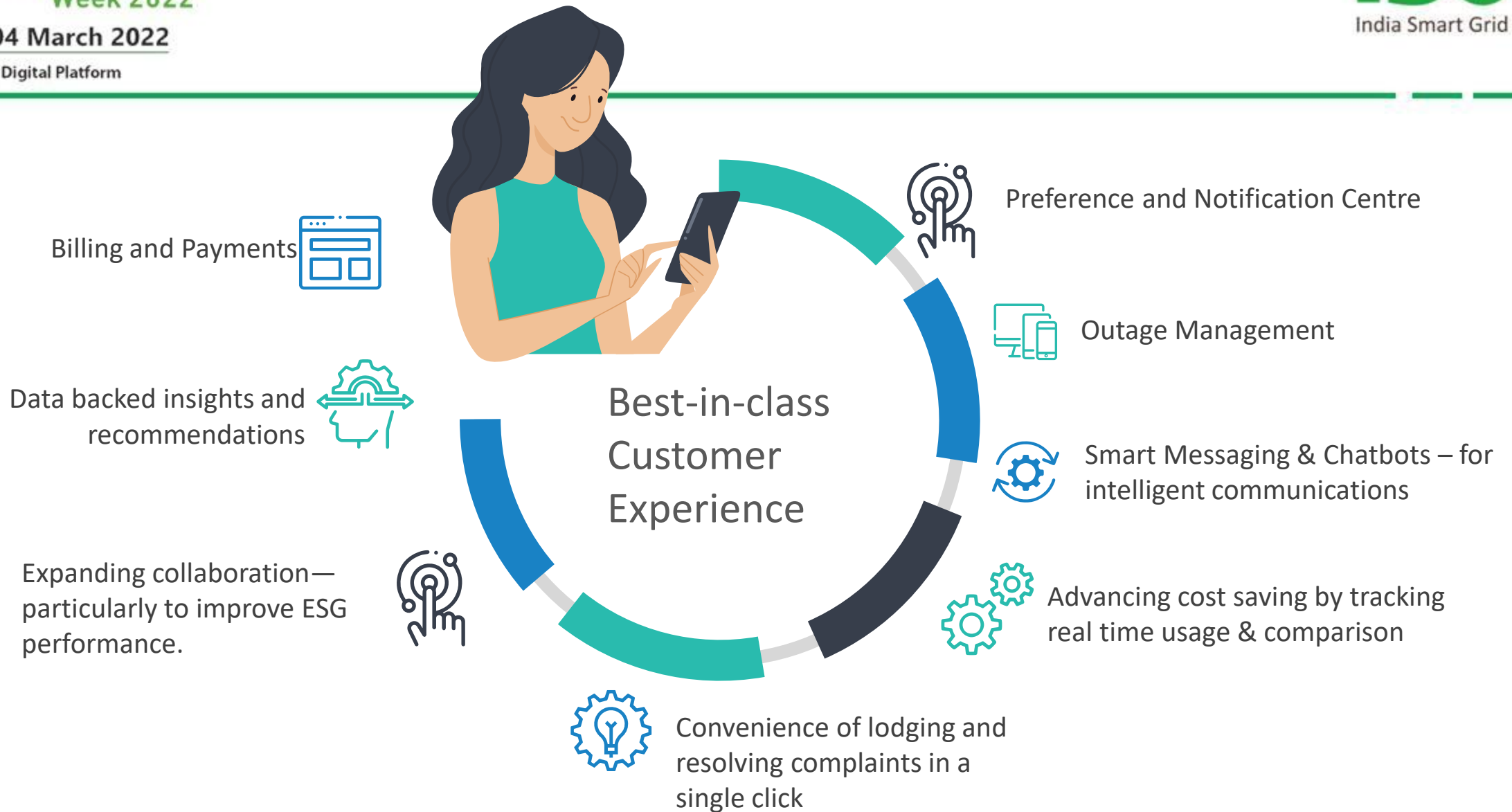
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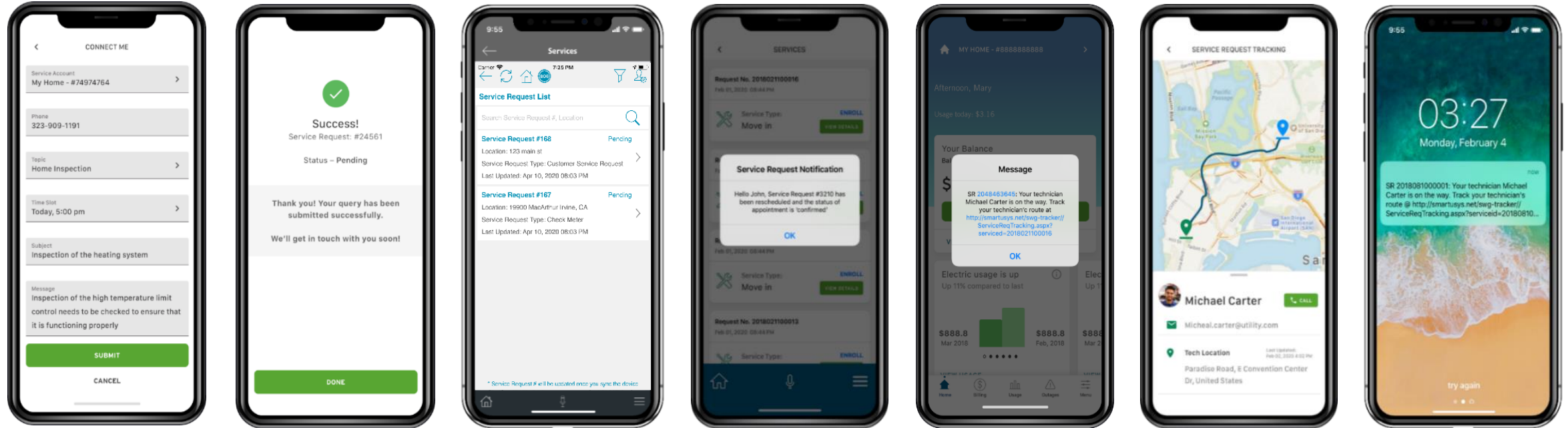


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Connected Customer and Field Workforce Experiences



Customer

Workforce

Customer

Elevating Human Experience = (Customer Experience+ Workforce Experience) @moment that matters



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Build Your CX Transformation Roadmap and Get Started!



Know Your Customer

Establish a “baseline”
current state of
experience



Decide on a measurable and achievable end goal

Know your Customer
Experience



Choose the right technology, vendor, and approach for transformation

Perform Gap Analysis



Driving business outcomes for an end- to-end customer experience transformation

Align the culture of
innovation



Change for the future And regularly monitor performance

Benchmarking with right
metrics. Ideate and Innovate.



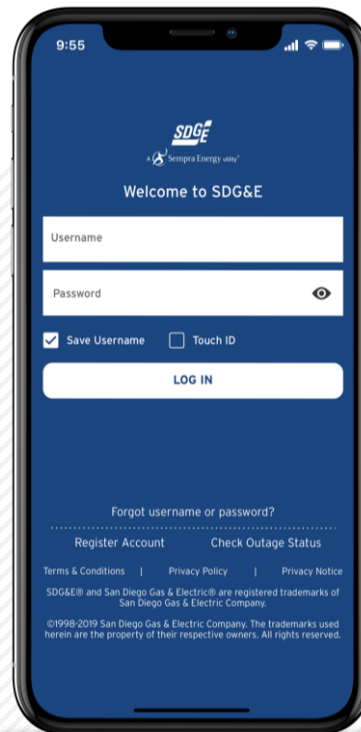
Delivering Success with Native Digital CX- Self-Service Mobile App Platform



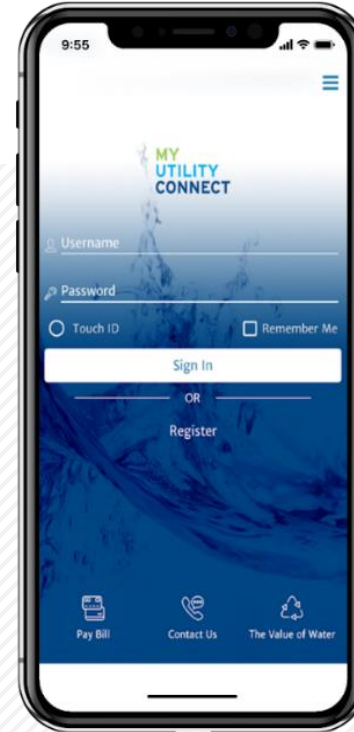
2 Mn+
Customers



1.3 Mn+
Customers



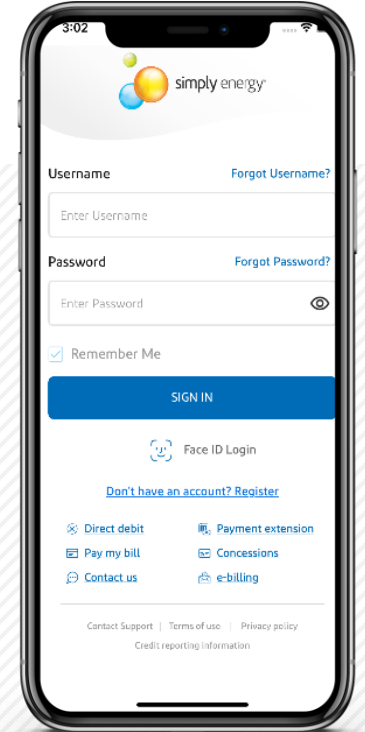
3.6 Mn+
Customers



300,000+
Customers



1.5 Mn+
Customers



0.7 Mn+
Customers

India's Largest City-Gas Distributor Successfully Adopts Digital Platforms to Redefine Customer Service

- ✓ Accelerate Gas Conservation
- ✓ Seamless Billing and Payments
- ✓ Manage Service Requests
- ✓ Usage and Comparison
- ✓ Preference and Notification Centre
- ✓ Detect anomalies in meter data
- ✓ Leakage detection and prediction
- ✓ Reduce gas leakage
- ✓ Manage customer complaints
- ✓ High-usage Analytics



My Account



Billing



Usage



Notification



Service



Connect Me



Compare Me



Conservation



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Thank You

*For discussions/suggestions/queries email: www.indiasmartgrid.org
www.isgw.in*

[Links/References \(If any\)](#)

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Chanakyapuri,
Delhi-110021
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