





# **CITY GAS** DISTRIBUTION

and Connected

CUSTOMER-- WORKFORCE EXPERIENCES







# **India's Booming GAS INDUSTRY**



Increase in the share of natural gas in its energy mix to 15% by 2030 from the current 6.2%.

PNG connections are expected to grow from 62 Lakhs to 4 Crore in next 10 years.

Sale and resale of gas produced will help city gas distribution (CGD) and fertilizer industry save around ₹15,000 crore in FY24

India is becoming Gas Based Economy

India's gas demand would grow over 500% in the foreseeable future

DISCOM's are fast expanding in the City Gas Distribution business by expanding its Natural Gas infrastructure across India.

Natural gas to serve as low polluting urban utility













Whether it's Domestic, Commercial and Industrial And Every Sector has PEOPLE









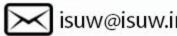
02 - 04 March 2022













# **SMART UTILITY**

## Real Challenge is

## Week 2022 Unaware Customer, Struggling Workforce And **A Broken Customer - Workforce Journey**





CUSTOMER Experience



Unstructured Gas Bill-Pay Model

Immediate Reporting of Gas Leakage & Fire

Customer Complaint Redressal 24\*7

Unknown Tariffs at Off Peak Time

Self-Service & Mobile App

Unknow ways to save and Contribute to Energy Efficiency & India's Green Agenda

Unknown Peak off time

Contribution to Grid



**WORKFORCE** Management

- Maintenance Issues
- Gas Pipeline Deployment Issue
- Untrained Staff
- Asset Monitoring and Device Management
- GIS and GIS based network planning
  - Solving Gas Leakages

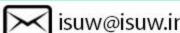
New Gas Pipeline Installation at Residence and Industries

Help in Transportation and Distribution

- Building New Gas Infrastructure.



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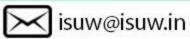














# Powering India's Gas Customers with Digital CX-WX Platform





**Preferences Management for Customers** 

- Let customers inform how they want to be engaged
- Provide management options for communication and alert preferences
- Inform the provider about a gas leakage or fire

**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

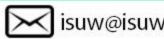
Novel fusion of ML & Al

**Process & Analytics -**Center of excellence

**Customer Service & Workforce management** 

**Dynamic CGD ecosystem** 

















#### **Intuition**

Interfaces should be as intuitive for easeof-use





## The 5 I's of CX to keep in mind

#### **Integration**

Touchpoints must be linked and consistent with one another

#### **Innovation**



Technology updates keeping in mind customer needs and trends

#### **Insight-driven**

Data backed insights for enhanced decision making





#### Interaction

Smooth and hassle-free interaction across multiple channels











02 - 04 March 2022









Provide AI/ML and Data-driven Continual Improvement



Deliver Flexible Scalability



Generate Powerful Analytics for **Enhanced Decision Making** 





**Built-in** 

360 Intelligent

Workforce

**Experiences (WX)** 

Powered by AI/ML

Real-time / Offline Workforce Engagement

**Enable Automatic Workflows** 

Maximize Resource Planning



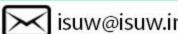
Provide Simple, Intuitive Platform Experiences



Accelerate Information Flow

Empower with Predictive Insights







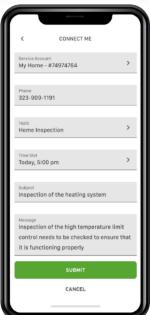




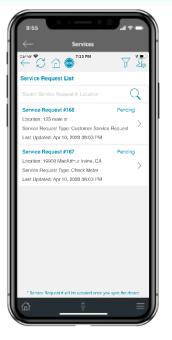
# SMART UTILITY Connected Customer and Field IS6F **Workforce Experiences**

India Smart Grid Forum

















Customer

Workforce

Customer

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









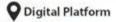




# The WIN Result



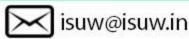
#### 02 - 04 March 2022



- **Accelerate** Utility Gas Conservation
- Customers Enjoys Seamless Billing and Payments Services
- **Simplify** Service Requests
- **Ease of Managing** One's Usage and Drive Energy Efficiency
- Real Time Alerts via Preference and Notification Centre
- Helps in Detection of Anomalies in Meter Data
- Gas **Leakage Detection** and Prediction
- **Reduce Gas Leakage**
- Ease to Manage Customer Complaints
- **High-usage Analytics**













# Delivering Success with Native Digital | 5 **CX- Self-Service Mobile App Platform**



## 28 Lakh+ 13 Lakh+

BSPHCL

**Register Now** 

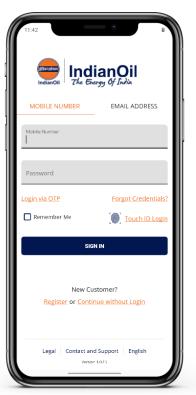
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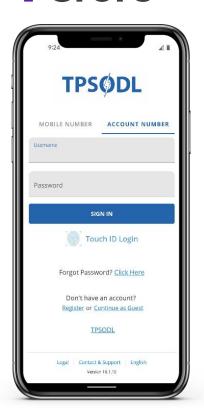




## **50** Lakh+



## 1 Crore+



Bihar Bijli

Contact Us

**Gujarat Gas** 

IOCL

**Tata Power** 













# Thank You

For discussions/suggestions/queries email: <a href="mailto:info@sew.ai">info@sew.ai</a> <u>www.sew.ai</u>







