

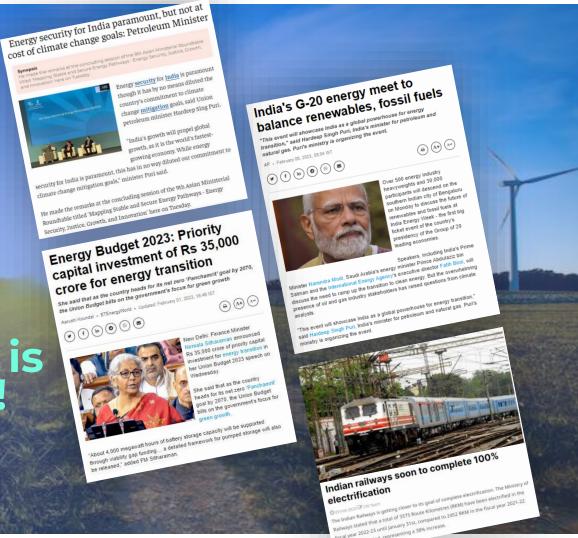
The Digital Mandate for Utilities

Holistic Transformation and Platform Based Approach



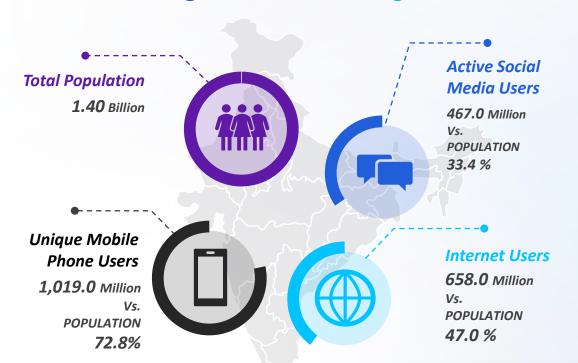


Indian Energy is charging ahead!



Essential Digital India: Numbers that prove the transformation is already underway.





- ~7,422 crore digital payment transactions were recorded in 2022
- With the launch of 5G, India is now prepared for the next phase of growth in its IT revolution.
- Increased digitization, availability of technically skilled labor, burgeoning start-up ecosystem, and strong growth
- The value of digital payments in India will grow three-fold to touch \$1 trillion in the next four years

Power to the People India Sparks a Revolution in Clean Energy

India's clean energy transition is advancing; however coal will stay to boost energy security

Security Fuel top priority to respond to short-term challenges, while implementing reforms is on the longterm transition agenda

Climate action strategies are under way but need technological and financial support

Renewables supply chain issues continue to impact project costs and pipeline growth

Power market sentiments remain fragile, as regulatory uncertainty derails the pace of reforms Ongoing reforms to improve short term financial discipline of DISCOMs; however the structural issues will linger

India is betting big on green hydrogen, but policy support and direction for demand creation in the domestic market required

More than **70 GW** in the renewables pipeline in different stages of development at of the end of 2022

India's renewable

Sector continues to grow driven by policy focus on clean energy resources with about

90% of capacity

The total installed capacity reached **410 GW**, of which renewable capacity is **121 GW**

Electricity demand

in 2022 grew by **8.7%** after continued recovery from COVID-19

India will gear up to implement energy transition strategies by addressing issues related to energy security

Energy security and affordability

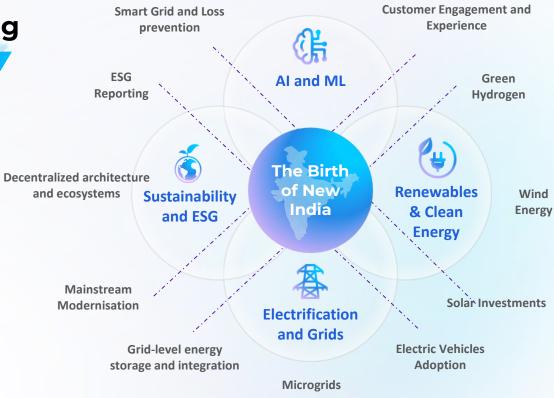
remained top priority in 2022



Reimagining the tech workforce

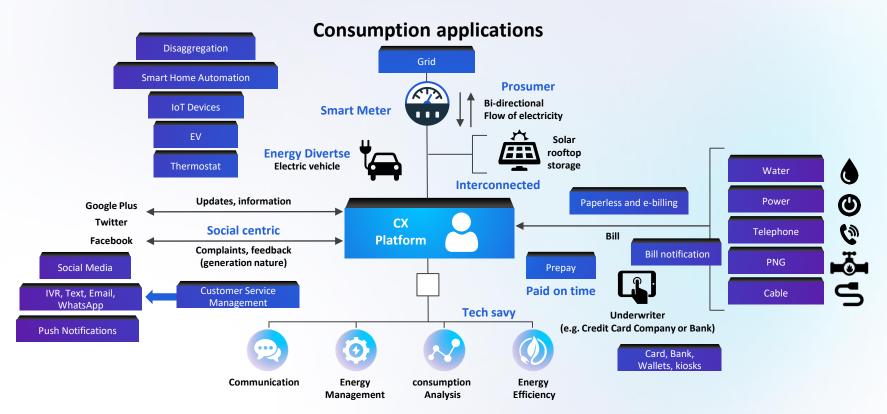
INDIA is Getting READY 2047

Empowered by digital technologies, the slew of initiatives launched by the government to promote more efficient grid management, and metering are likely to gain momentum





Who is Behind the Transformation Modern Energy Consumer





The New Normal: Must-Have Digital Capabilities

Advanced analytics capabilities:

Adopt advanced analytics tools to analyze customer data, optimize energy usage, and enhance customer engagement.

Cloud computing and data storage:

Store and manage vast amounts of customer data and facilitate real-time access to energy information and services.

Collaborative and Connected

Platforms: Energy providers need to adopt collaborative platforms that enable them to partner with other energy providers, technology companies, and other stakeholders to develop innovative solutions and deliver better customer experiences.



End-to-end EV management platforms:

Energy providers need to develop end-to-end EV management platforms that enable customers to monitor and control their charging and energy usage and provide insights on the most cost-effective charging options.

AI/ML-powered platforms:

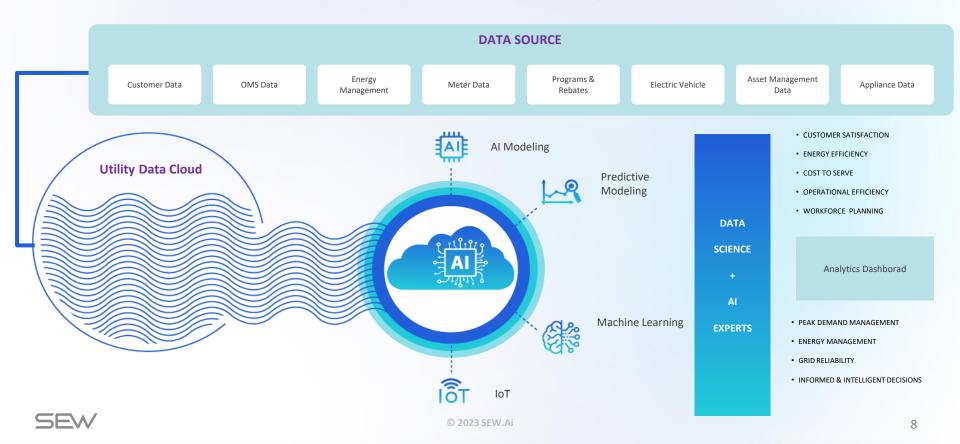
Analyze vast amounts of customer data, optimize energy usage, and provide personalized energy solutions.

Perfecting field services with workforce experience platforms:

Adopt workforce experience platforms that enable field technicians to quickly and efficiently resolve customer issues and provide real-time support, ensuring a positive customer experience.



Turning Data Into Actionable Intelligence



The Energy & Water Industry's Leading Digital Experience Platforms

Customer Experience (CX) Platform



Residential

- Construction / Builder
- Commercial o Agency
- Landlord
- Property Manager



SEW CX Platform / Smart Customer Mobile (SCM) enables an omnichannel consumer experience for energy and gas providers powered by AI / ML to provide powerful consumer insights with predictive analytics

- Energy Efficiency and DR Mgmt.
- · Drought Management
- Billing and PaymentsOutages and Service Management
- E Mobility/ EV Management
- Smart Home Management
- Energy & Water Data Analytics
- Customer Journey Al
- Digital Marketplace + Rebate Management
- Distributed Energy Resource Mgmt. and VPP
- · Al Bots for Customer Service

Workforce Experience (WX) Platform

SMART MOBILE WORKFORCE

Utilities

- Counties and Smart Cities
- Municipalities o Public Sector Units
- Universities o Non-Profit Org
- o State & Local Agencies



Smart Mobile Workforce (SMW) helps in intelligently managing the field operations to deliver seamless experience for the end consumers and operational efficiency for providers

- Work Management
- · AI/ML Scheduling and Dispatching
- · Assets and Inventory Management
- · Training and Learning Mgmt.
- AR/VR Use cases
- Field Service
- Safety and Compliance
- Field service and Operational AI and Analytics
- GPS Route Tracking and Optimization

Intelligent Experience (iX) Platform



o Residential

- Irrigation
- Commercial / Industrial
- Multi-Family/Single Family
- Schools



Smart iQ (SiQ) empowers energy and water providers to discover consumer and workforce insights across multiple data streams using AI/ML-driven analytics platform

- · AI powered Customer and Workforce insights
- Energy and Water Analytics
- AI / IoT driven Use Cases
- Peak Load Management
- Leakages and Flow Analysis
- Micro Customer Segmentation
- District Metering Analysis
- Non-Technical Losses/ Gep spatial Intelligence
- Customer Behavior and Analytics



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THANK YOU

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