SEW

DIGITALIZATION OF UTILITIES

Digital Transformation and Platform Based Approach

Watt's Trending Globally

↔ **Bharat**

Innovating in Step with the World

Sustainability and ESG

Decentralized architecture and Energy democracy

Grid-level energy storage and integration

Grid Modernization

Electric Vehicles Adoption

Microgrids, DERs

Smart Grid

Mainstream Modernisation

Technology & Digital Platforms

Customer Engagement and Experience

Virtual Power Plants

Energy Security and Resilience

Renewables & Clean Energy

Solar Investments

Wind Energy

CCCUs

5.4%
Projected rise in power consumption until 2047

1 billion tons
Carbon emission reduction by 2030

500 GW
Non-fossil electricity generation capacity by 2030

5 million tons
Green hydrogen generation by 2030

20x
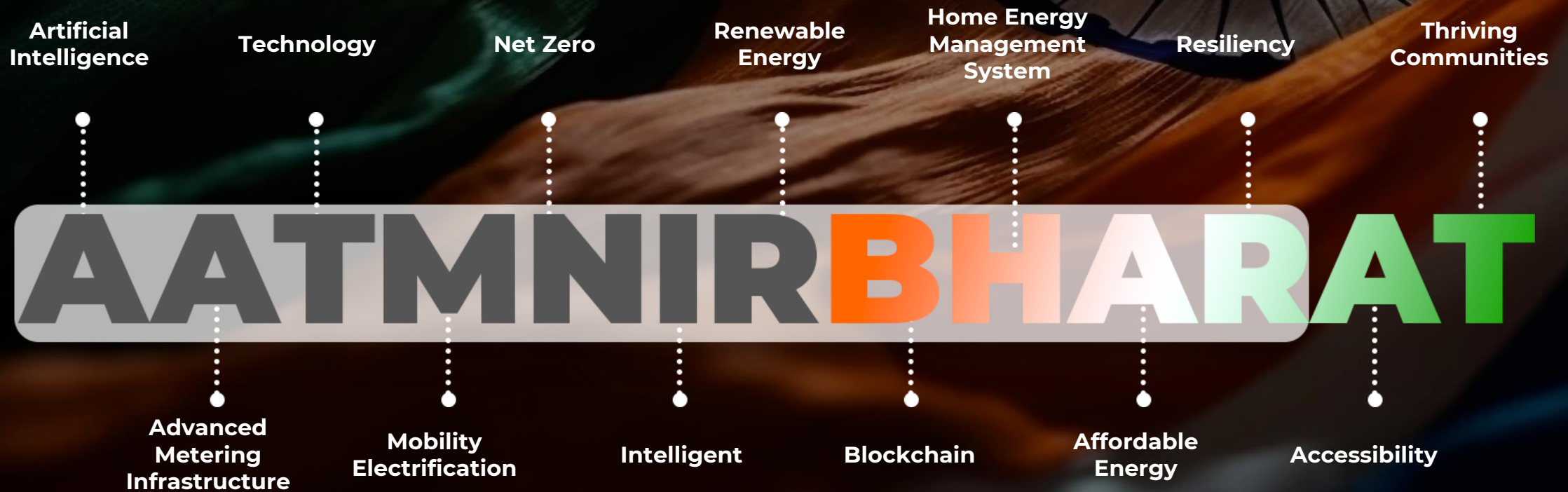Projected Indian smart meter growth by 2028

$3 Trillion Investment
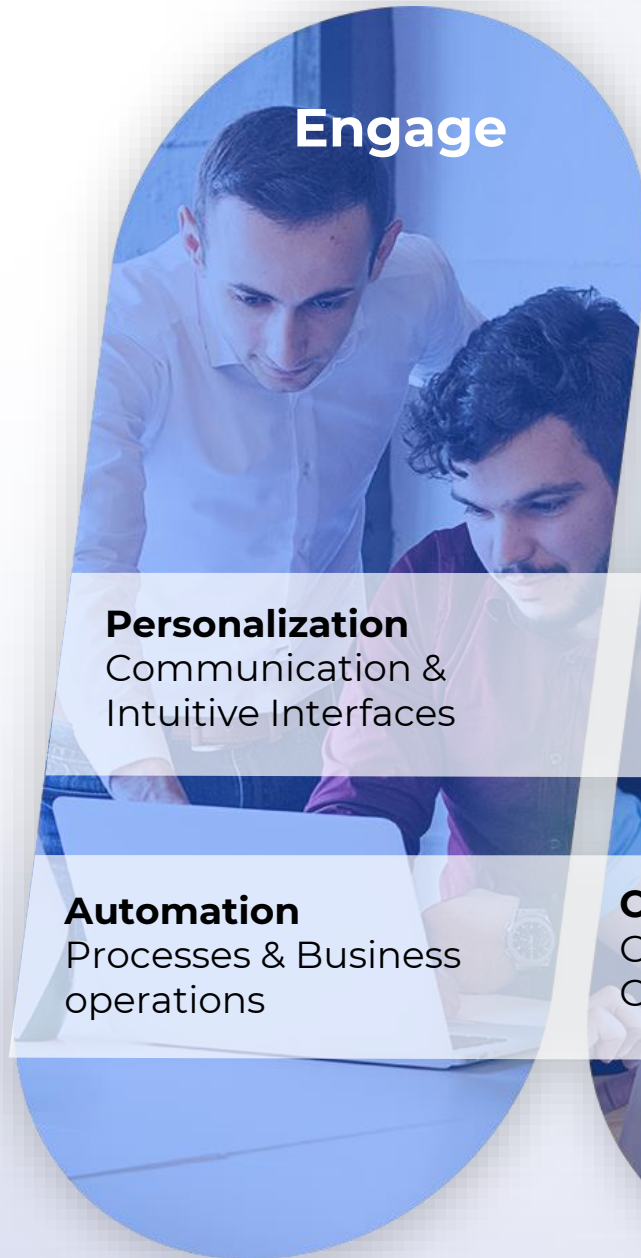India's energy infrastructure by 2030

49% CAGR EV Growth
by 2030 – 30% Private Cars, 40% Buses, 70% Comm Cars & 80% 2/3 Wheelers

Charting the Path to 2047

Artificial Intelligence

Technology

Net Zero

Renewable Energy

Home Energy Management System

Resiliency

Thriving Communities

AATMNIRBHARAT

Advanced Metering Infrastructure

Mobility Electrification

Intelligent

Blockchain

Affordable Energy

Accessibility

Aligning SEW Mission with Bharat's Vision

Engage

Personalization
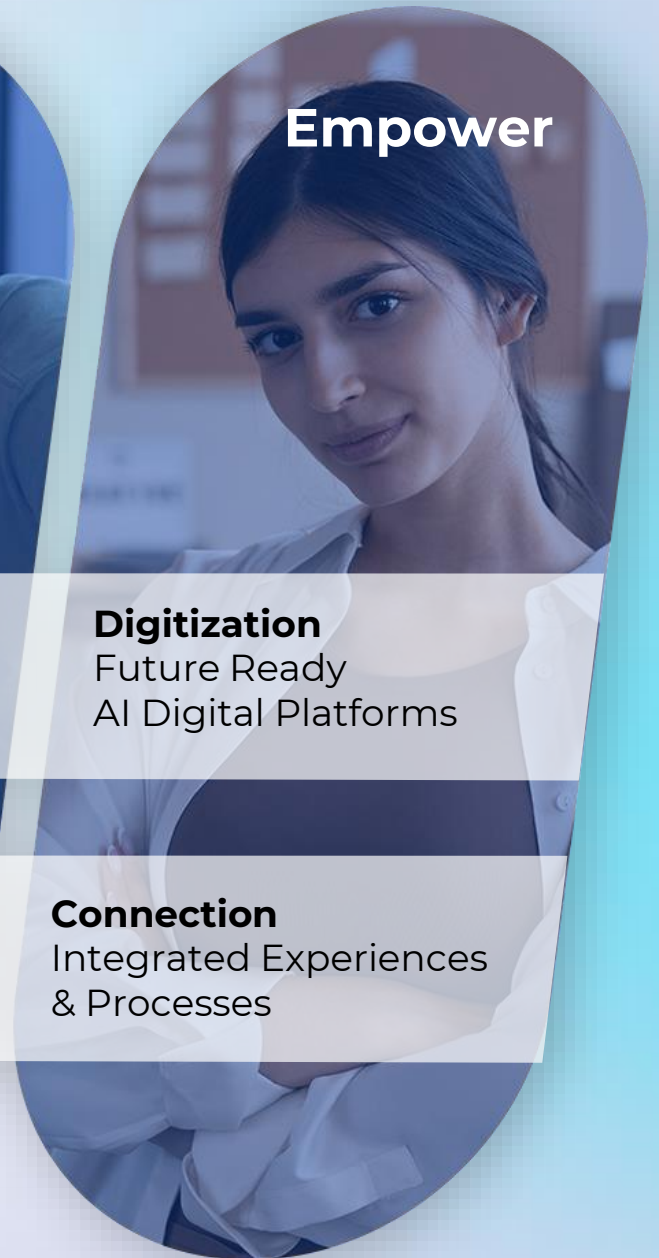Communication & Intuitive Interfaces

Automation
Processes & Business operations

Educate

Persuasion
Impactful Strategies & Incentives
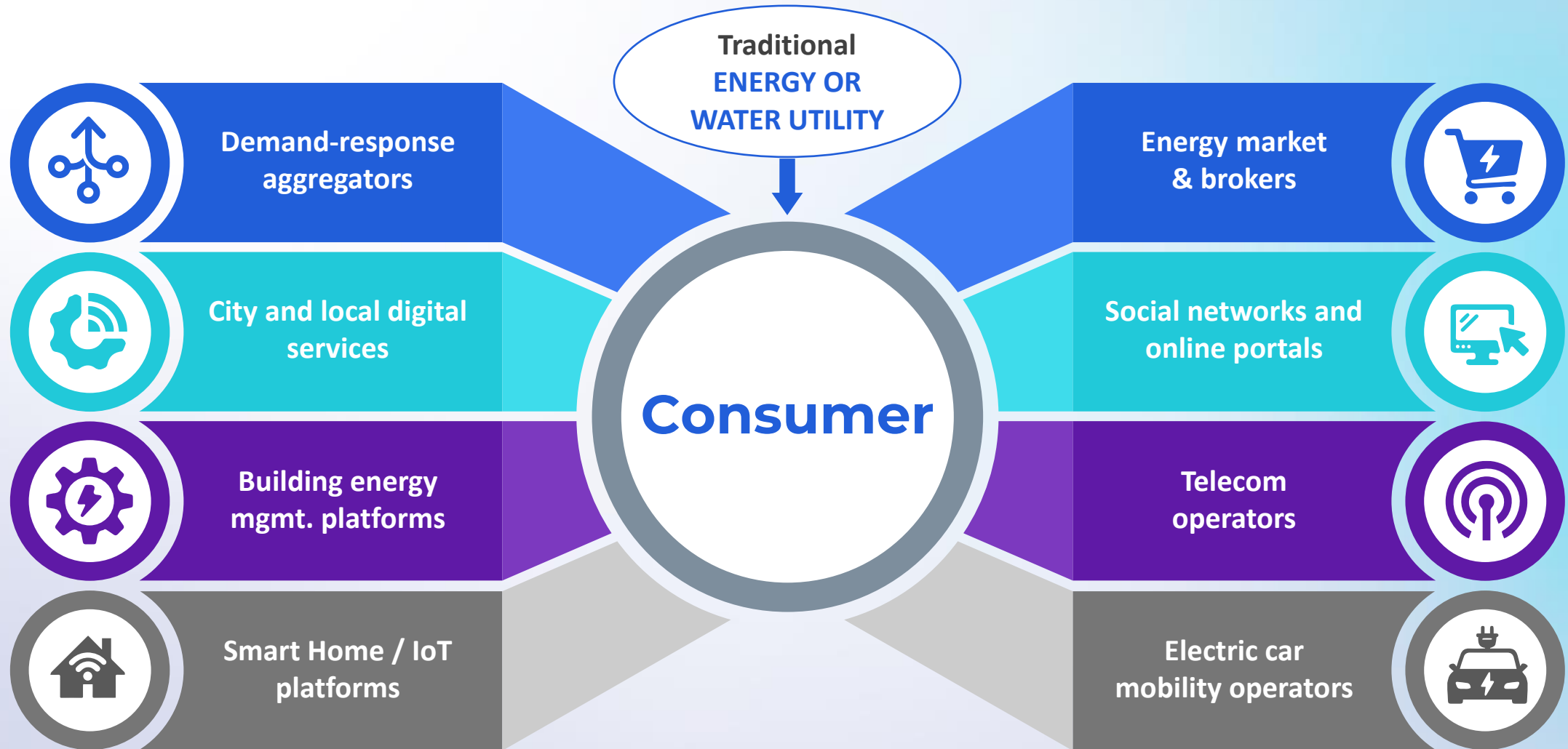
Collaboration
Customer Partnerships & Community Participation

Empower

Digitization
Future Ready AI Digital Platforms

Connection
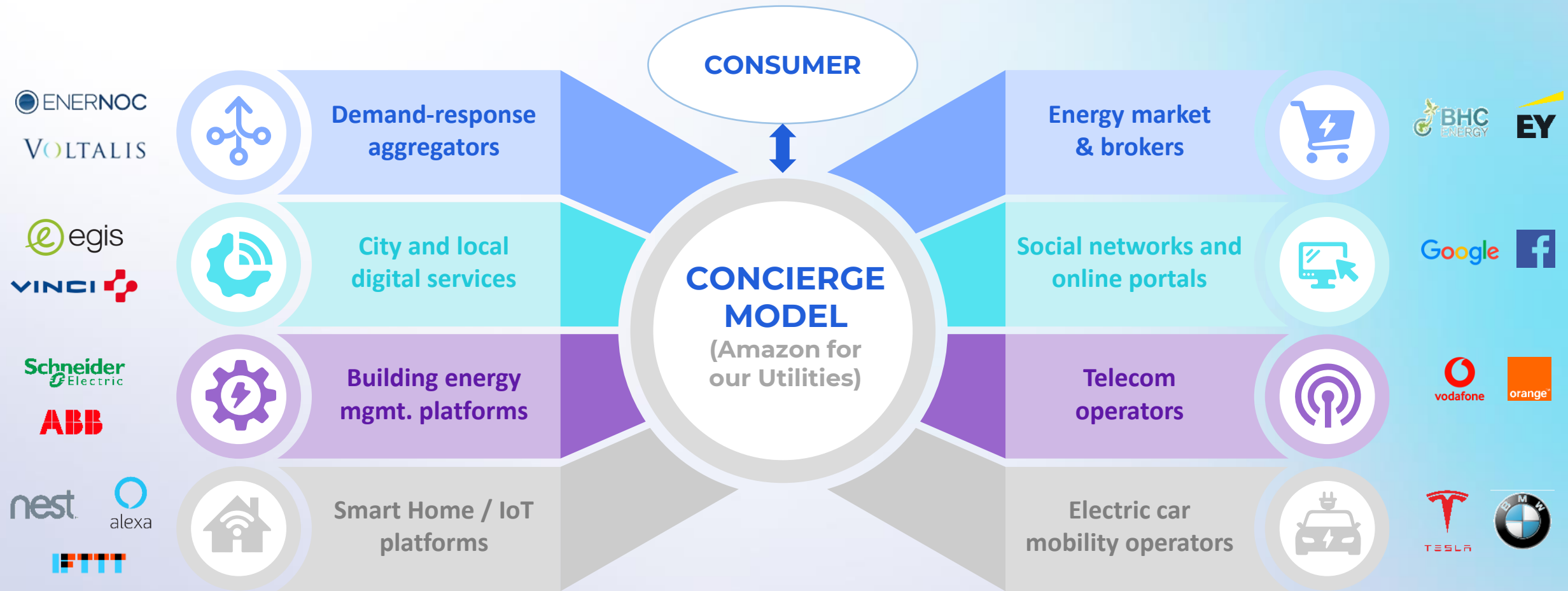Integrated Experiences & Processes

SEW

TODAY

The Consumer has to have multiple (digital) relationship with their relevant utility services (including their water, gas and electricity suppliers)

Traditional
**ENERGY OR
WATER UTILITY**

Demand-response aggregators

City and local digital services

Building energy mgmt. platforms

Smart Home / IoT platforms

Consumer

Energy market & brokers

Social networks and online portals

Telecom operators

Electric car mobility operators

SEW

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TOMORROW

The Consumer has one single (digital) relationship with all relevant utility services – the new Utility platform will be the Amazon equivalent


CONSUMER

CONCIERGE MODEL
(Amazon for our Utilities)

Demand-response aggregators

City and local digital services

Building energy mgmt. platforms

Smart Home / IoT platforms

Energy market & brokers

Social networks and online portals

Telecom operators

Electric car mobility operators

SEW

EMBRACING THE CONNECTED MINDSET

Everything in
One EXperience

Focusing on deconstructing organizational silos and fostering collaborative synergy among a diverse set of stakeholders, encompassing customers, field workers, and utilities. This transformative approach is engineered to yield amplified operational efficiency, elevated levels of customer satisfaction, and an augmented capacity for adaptability.

CX Customer Experience
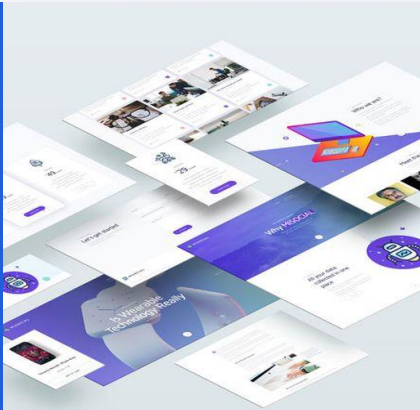
WX Field Workforce Experience

BIT Business Integration Platform

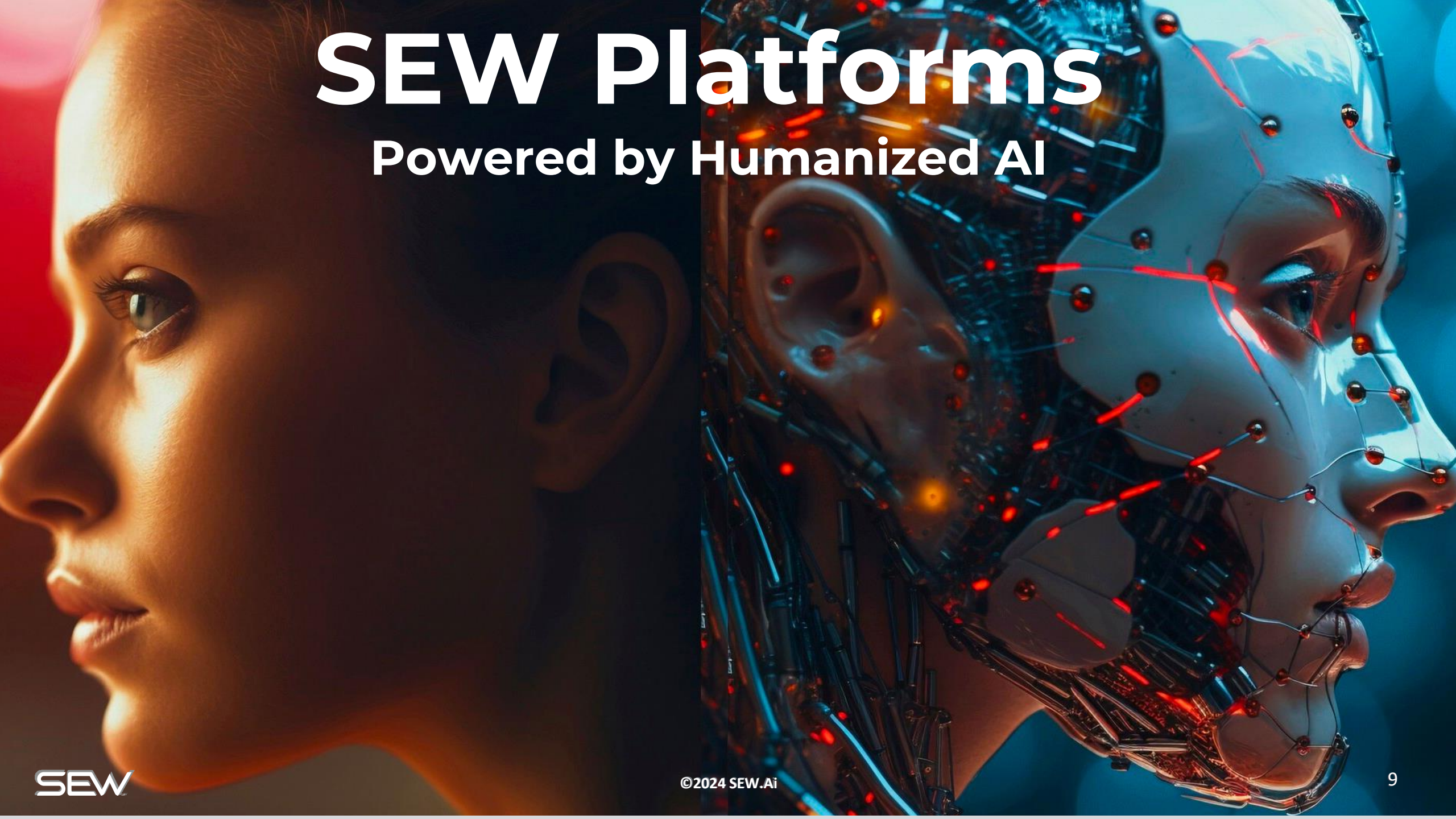**BX Integrated Business Experience Platform**

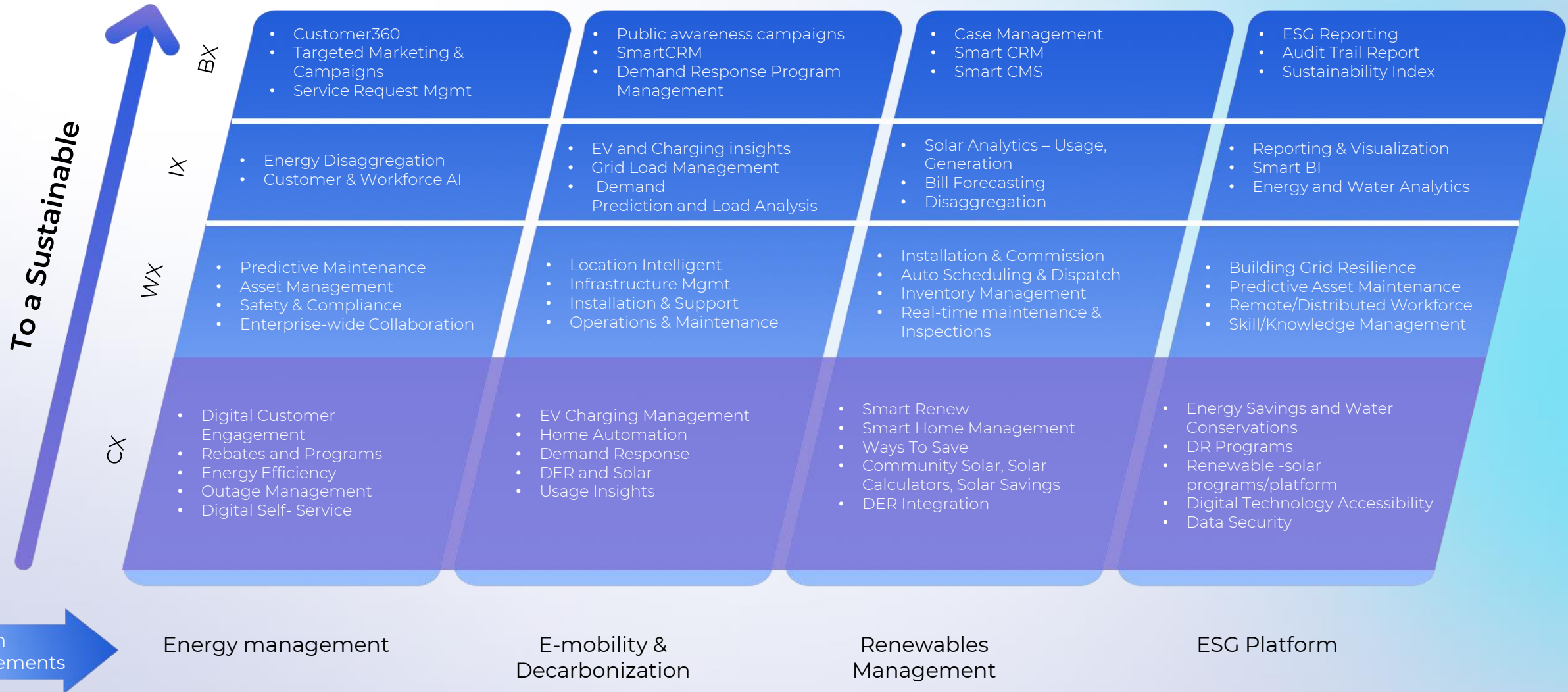**E-Mobility platform**

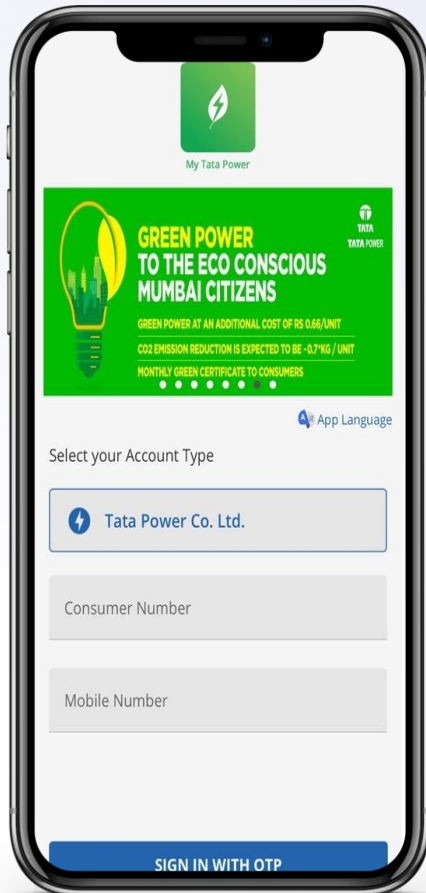**GridExchange Platform**

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SEW Platforms
Powered by Humanized AI

Platform / Technology Advancements
Revolution & Not Renovation !!!

To a Sustainable ↑

Bx
- Customer360
- Targeted Marketing & Campaigns
- Service Request Mgmt

- Public awareness campaigns
- SmartCRM
- Demand Response Program Management

- Case Management
- Smart CRM
- Smart CMS

- ESG Reporting
- Audit Trail Report
- Sustainability Index

IX
- Energy Disaggregation
- Customer & Workforce AI

- EV and Charging insights
- Grid Load Management
- Demand Prediction and Load Analysis

- Solar Analytics – Usage, Generation
- Bill Forecasting
- Disaggregation

- Reporting & Visualization
- Smart BI
- Energy and Water Analytics

Wx
- Predictive Maintenance
- Asset Management
- Safety & Compliance
- Enterprise-wide Collaboration

- Location Intelligent
- Infrastructure Mgmt
- Installation & Support
- Operations & Maintenance

- Installation & Commission
- Auto Scheduling & Dispatch
- Inventory Management
- Real-time maintenance & Inspections

- Building Grid Resilience
- Predictive Asset Maintenance
- Remote/Distributed Workforce
- Skill/Knowledge Management

Cx
- Digital Customer Engagement
- Rebates and Programs
- Energy Efficiency
- Outage Management
- Digital Self- Service

- EV Charging Management
- Home Automation
- Demand Response
- DER and Solar
- Usage Insights

- Smart Renew
- Smart Home Management
- Ways To Save
- Community Solar, Solar Calculators, Solar Savings
- DER Integration

- Energy Savings and Water Conservations
- DR Programs
- Renewable -solar programs/platform
- Digital Technology Accessibility
- Data Security

Platform Advancements →

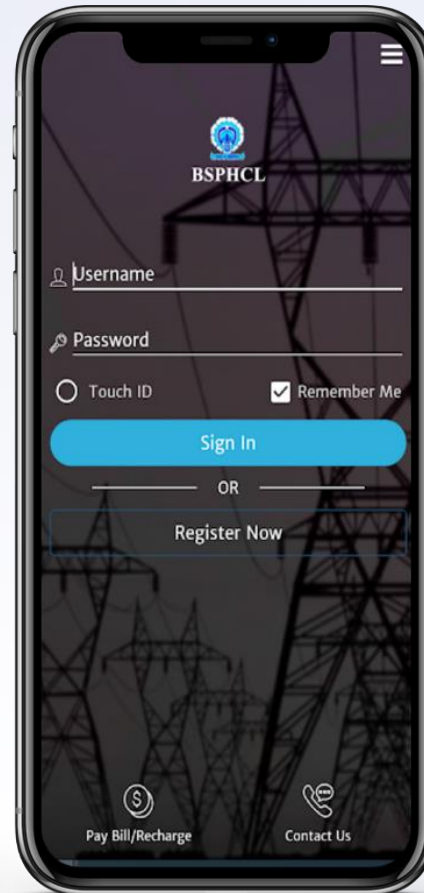| Energy management | E-mobility & Decarbonization | Renewables Management | ESG Platform |

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Delivering Success with

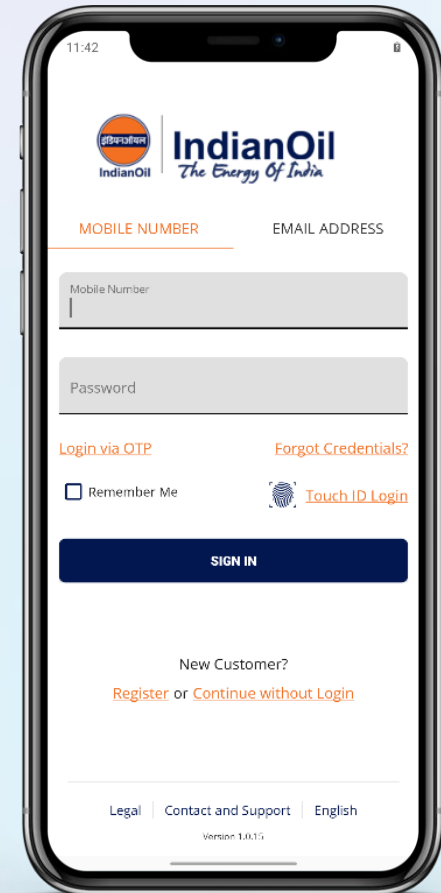# Native Digital CX- Self-Service Mobile App Platform

| Tata Power | Bihar Bijli | Gujarat Gas | IOCL |

Build Sustainable
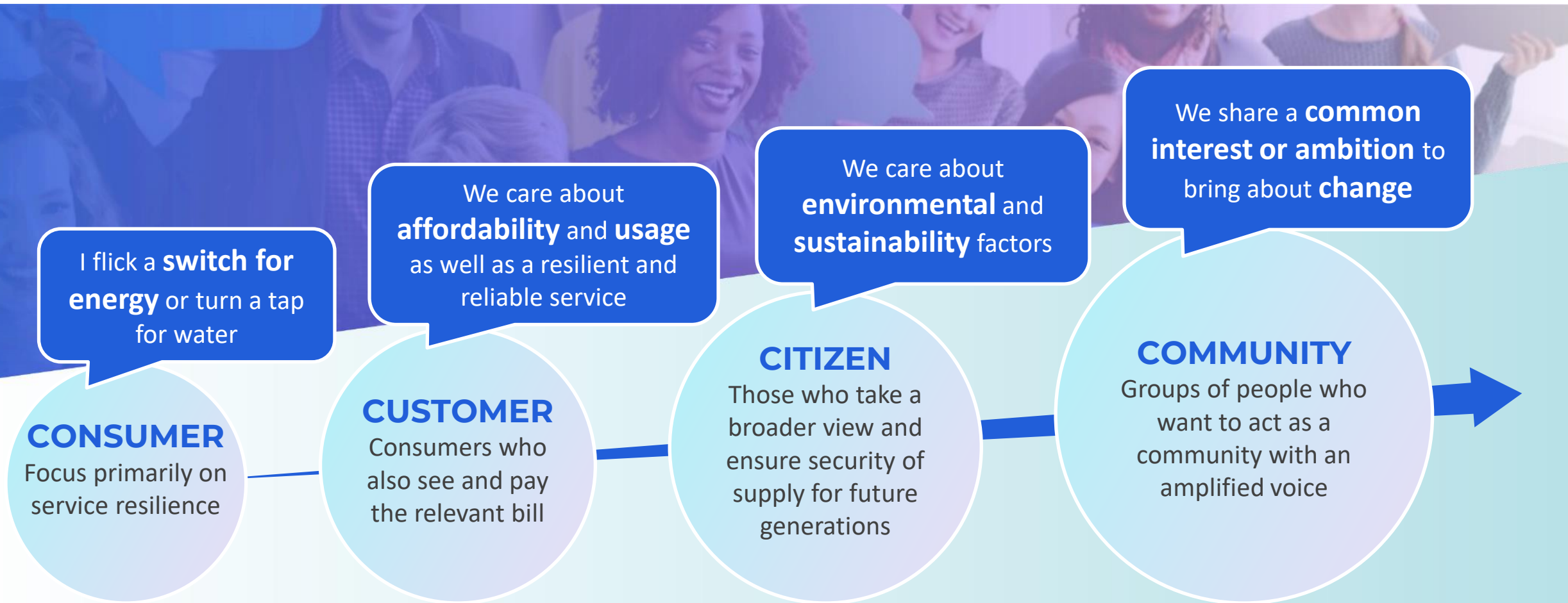Utilities for All in
BHARAT

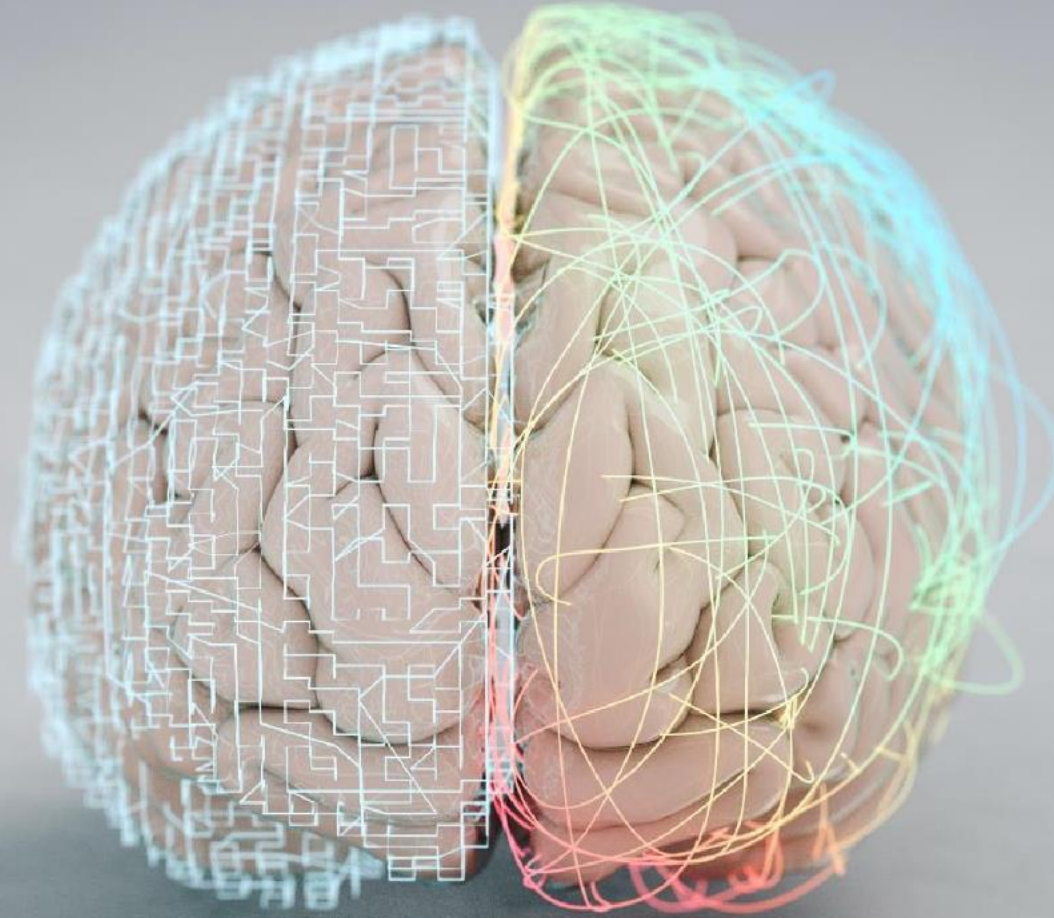Shape the
Future With Us

SEW

THANK YOU

CANADA

IRELAND

LUXEMBOURG

UNITED
KINGDOM

GERMANY

HUNGARY

UNITED STATES

INDIA

PORTUGAL

HONGKONG

JAMAICA

KSA

UAE

MALAYSIA

COLOMBIA

BRAZIL

SOUTH AFRICA

AUSTRALIA

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SEW

The Evolution of the
UTILITY CONSUMER

CONSUMER
Focus primarily on service resilience

> I flick a **switch for energy** or turn a tap for water

CUSTOMER
Consumers who also see and pay the relevant bill

> We care about **affordability** and **usage** as well as a resilient and reliable service

CITIZEN
Those who take a broader view and ensure security of supply for future generations

> We care about **environmental** and **sustainability** factors

COMMUNITY
Groups of people who want to act as a community with an amplified voice

> We share a **common interest or ambition** to bring about **change**

Platform Innovation + Evolution

BUILDING THE INTELLIGENT CONNECTED CX+WX+IX+BX+BITs+GX PEOPLE CENTRIC

ELECTRIC, GAS, SOLAR, AND WATER DIGITAL ECOSYSTEM
Powered by AI / ML

Immersive EXperience for SUSTAINABILITY

At the heart of our mission lies a steadfast commitment to building platforms that promote sustainability and empower billions of people on our planet. We believe that sustainable living is not just a choice, but a responsibility we all share in safeguarding our planet's future.

Comprehensive Insights:

Our platforms provide users with deep insights into their energy and water consumption patterns. By understanding their usage, individuals can make informed decisions to reduce waste and optimize resources.

Actionable Recommendations:

We don't stop at data. Our systems leverage advanced technologies to offer tailored recommendations for energy-efficient practices and water-saving habits, ensuring tangible, positive impact.

Accessible Education:

Knowledge is power. We equip users with educational resources, from articles to interactive tools, to empower them with the know-how to make sustainable choices in their daily lives.

Community Engagement:

Sustainability is a collective effort. Our platforms foster a vibrant community of like-minded individuals, where shared experiences and achievements inspire each other towards a greener, more sustainable future.

Seamless Integration:

Our technologies seamlessly integrate with everyday life. From smart home systems to renewable energy sources, we make sustainable living practical, convenient, and effective.

Continuous Innovation:

We are committed to staying at the forefront of technological advancements that support sustainability. By constantly evolving our platforms, we ensure they remain as effective tools in our shared mission.

SEW's Industry's Leading AI Platforms

SmartCX	SmartWX	SmartIX	SmartBX	SmartGX	SmartBits

CX
Customer Experience

SmartCX enables an omnichannel consumer experience for energy and water providers powered by AI / ML to provide powerful consumer insights with predictive analytics

WX
Workforce Experience

Smart WX helps in intelligently managing the field operations to deliver seamless experience for the end consumers and operational efficiency for providers

IX
Intelligent Experience

SmartIX empowers energy and water providers to discover consumer and workforce insights across multiple data streams using AI/ML-driven analytics platform

BX
Business Experience

SEW's BX Platform provides a comprehensive and fully integrated solution that simplifies utilities business operations.

GX
Grid Exchange

SmartGX by SEW, an AI and blockchain-based platform that enables customers to participate in an energy marketplace with their utility.

BITs
Business Integration Tech

Smart BIST is an end-to-end Business Integration Technology platform designed to seamlessly orchestrate and optimize business processes for utilities.

PURPOSE
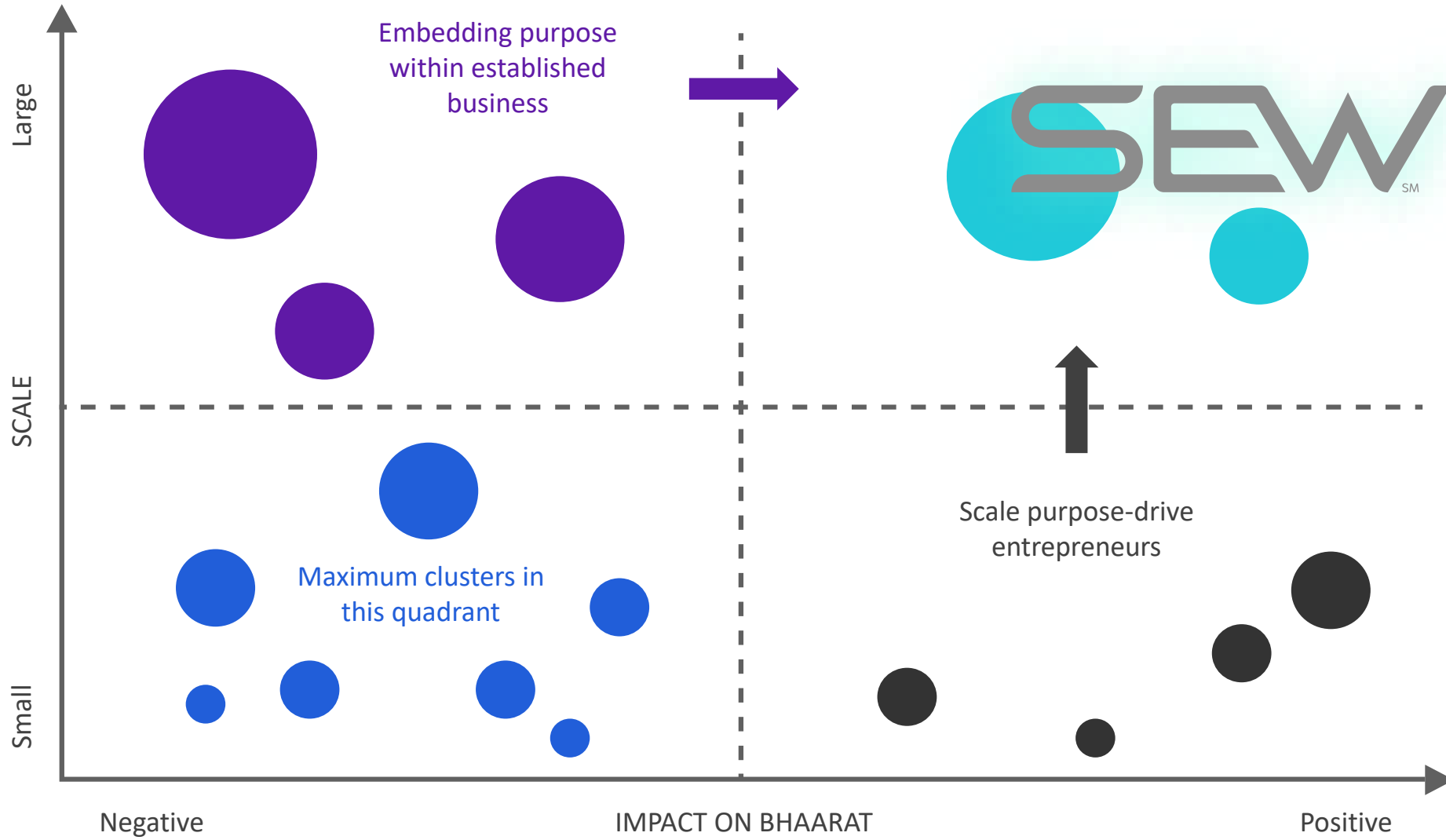
What is our positive impact in Bharat and the world

VISION

Where are we going

MISSION

How we are getting there

CORPORATE SOCIAL RESPONSIBILITY

How do we help to protect Bharat and the world

SEW

Committed to **SUSTAINABILITY** through Digitalization

We are building strategies, platforms and partnerships that put the power of technology to work on Digital Bharat
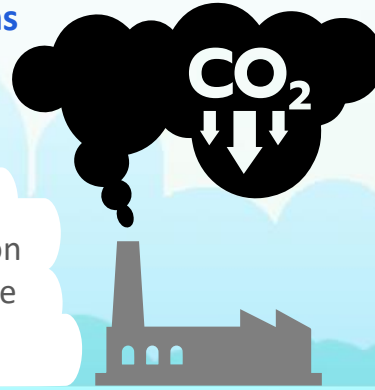
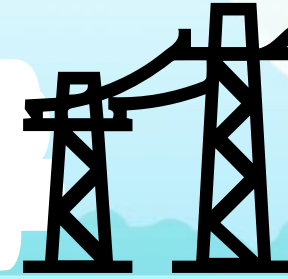**Improve energy savings and water conservation**

Enroll in saving programs

Reduce gas/ carbon emissions

Reduce our customers' carbon footprint by more than 1 gigaton

Build smarter infrastructure, grid resiliency and advance decarbonization

Data-based insights and intelligent decisions

Accelerate the adoption of Solar, EV and DER programs

30+ projects executed for clients facilitating climate change actions

Engage and empower our people

Accessible, inclusive & innovative

Foster a culture of service among our global communities

Sustainable ecosystems
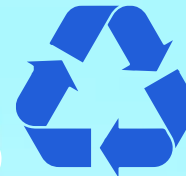
Ensure technology accessibility and equity for all

For ALL people

Establish a new governance structure for increased accountability

Establish and increase trust of clients, partners and employees

Embed security and privacy by design across our products, services and operations

Keep customers' data safe and secure

Empowering Innovation

Through Integrated Technology

Connected Platforms Where Everything Comes Together

Seamless and Connected EXperience

Make customer interactions Intelligent and Connected across channels, journeys and touchpoints. The platform is the central hub to address 1000s of use cases for all customer segments- so that we effectively **Engage. Educate. Empower.**

Unified Data Integration

Omnichannel Access

Real-time AI-powered Insights

Predictive and Personalized

Sustainability

Interconnected Devices

Integrated and Contextual

Customer Segments

SEW

AI & ML
- Predictive Analytics & Maintenance
- Load Forecasting
- Equitable Energy Access
- Dynamic Payment Plans
- Voice Assistants
- Disaster Preparedness Plans
- Transparent Customer Engagement\
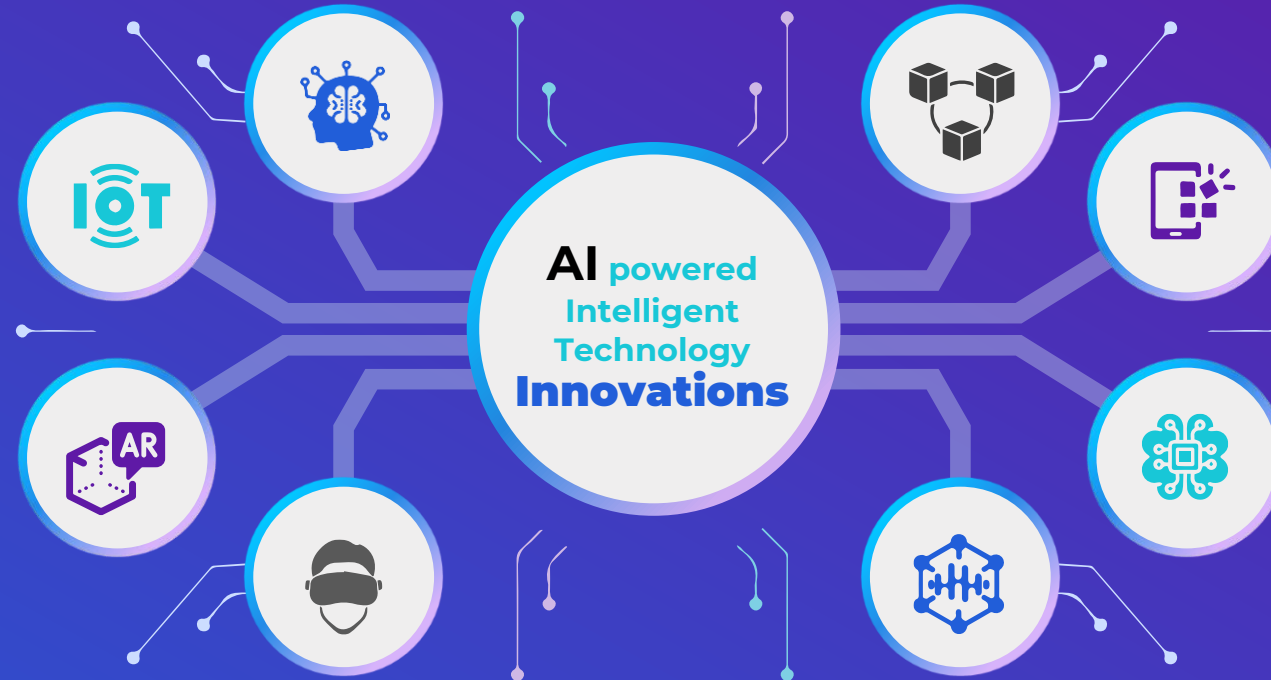- Energy Auditing
- Fraud Detection

Blockchain
- Energy Trading Platforms
- Grid Management
- Renewable Energy Certificates
- Billing and Settlement
- Smart Metering
- Smart Contracts for Billing & Payments
- Demand Response
- Disaster Recovery
- Energy Efficiency Programs

IoT (Internet of Things)
- Smart Grid Optimization
- Customer Segmentation
- Advanced Metering Infrastructure
- Electric Grid Optimization

Mobile + Web Apps
- Real-Time Monitoring
- Payment and Billing
- Outage Reporting
- Service Requests
- Personalized Notifications

AR (Augmented Reality)
- Remote Expert Support
- Training Simulations
- Equipment Maintenance and Repair
- Load Flow Analysis
- Location Intelligence
- Smart Wearables
- Virtual Site Mapping
- Training and Development

Robotics
- Infrastructure Inspection
- Smart Grid Management
- Remote Monitoring
- Field Service Management
- Resource Allocation Optimization

AI powered
Intelligent
Technology
Innovations

VR (Virtual Reality)
- Virtual Site Planning
- Customer Education
- Emergency Response Training
- Equipment Testing and Simulation

Digital Twins
- Resilience Planning and Simulation
- Demand Response Optimization
- DER Management

Natural Language Processing (NLP)
- Chatbots and Virtual Assistants
- Sentiment Analysis
- Voice Command Integration
- Smart messaging
- Customer Interactions Analysis
- Smart Messaging
- Voice Command Integration