



ege[⚡]nc

THE ENERGY TRANSITION: EXPECTATIONS AND REALITIES IN AFRICA

Organised By

JUST Energy Transition: Enabled by Technology

Anand Subramanian
VP - SEW (Smart Energy Water)



GROUPE DE LA BANQUE AFRICAINE
DE DÉVELOPPEMENT
AFRICAN DEVELOPMENT BANK GROUP

6th June 2023

www.apua-asea.org

www.afdb.org



INTRODUCTION

SEWSM

Technology and Sustainability

Empowering People and Communities
for a Healthier and Sustainable Planet



SEW

www.apua-asea.org

www.afdb.org ©2023 SEW.Ai



INTRODUCTION

Our Mission

We are working towards solving the challenges of the global energy, water and climate crisis by building a smarter and more sustainable future

Our mission is to empower, educate, and engage billions of people with intelligent and connected digital platforms, powered by AI + ML + IoT, that substantially improve conservation and efficiency efforts

Our digital Connected Customer , Workforce , Operational experience platforms help energy and water providers become future-ready, improve operational efficiency, accelerate the path to net zero, and achieve ESG goals





INTRODUCTION

Leading The Digital Energy & Water Transition



410+
Utility
Providers



Power

- Energy Efficiency and Analytics
- Smart Home Management
- Electric Vehicle Integration
- Demand Management & Customer Programs

1.2B+
People Connected
to SEW



Water

- Solutions for Drought
- Personalized Water Conservation
- Programs
- Comprehensive Leakage and Flow Analytics



Gas

- Digital Self Service
- Personalized Assistance Programs
- Energy Use Management
- Operational Efficiency

1T+
Platform Annual
Interactions



SmartCities

- Energy & Water Efficiency
- Digital Customer Experience
- Data-driven Decision Making
- Operational Efficiency



Solar

- Personalized Solar Programs
- Community Solar Initiatives
- Solar Generation & Tracking
- Digital Marketplace

1200+
Global Team
Members



People

- Learning
- Human Capital Development
- Productivity
- Offline Capabilities



Energy Retailers

- Personalized Service
- Smart Energy Management
- Rate Plans
- Bundled Services and Offerings



Communication Service

40+
Global Solutions
Presence

- Digital Customer Engagement
- Billing and Payments
- Operational Excellence Powered by AI/ML/IoT
- Communications and Service



www.apua-asea.org

www.afdb.org ©2023 SEW.AI



CONTEXT: Just Energy Transition





PRESENTATION

Adding the **CITIZEN CHARGE** to the **NET-ZERO ECONOMY**

- Digital Empowerment of Citizens enhancing **Convenience, Control and Choice**
- Delivering **All-inclusive Human Experiences** with Consistent, Multi-channel Integrations
- Offering Digital Engagement Platforms to create Ongoing, **Meaningful Conversations**
- Creating Smarter Citizens Together by **Educating and Empowering Citizens** with Smart Habits
- Engaging Citizens through Personalized Connections with **Relevant, Meaningful Interactions**
- Embracing Intelligence Powered by AI/ML to make **Data-driven Decisions** and drive Concerted **Behavioral Changes**
- **Customizing Programs and Initiatives** backed by Policy Makers, Regulators, Investors and Shareholders
- Achieving **Equity for All** through Community-based Approach to Empower Billions and Achieve a Cleaner Future





PRESENTATION

SMART CUSTOMER MOBILE

Industry's #1 Digital Customer Experience (CX) Platform

Product Functions



My Account



Billing



Usage



Outage



Notification



Service



Connect Me



Compare Me



Efficiency



Smart Home



EV



DR

SCM[®] Capabilities

- ✓ Energy Efficiency and DR Mgmt.
- ✓ Drought Management
- ✓ Billing and Payments
- ✓ Outages and Service Requests
- ✓ E Mobility/ EV Management
- ✓ Smart Home Management
- ✓ Usage and Comparison
- ✓ Customer Journey and CSP Analytics using Smart BI
- ✓ Content Management pre-integrated with CMS
- ✓ Digital Marketplace + Rebate Management
- ✓ Community / Rooftop Solar
- ✓ Distributed Energy Resource Mgmt. and VPP
- ✓ Preference and Notification Centre
- ✓ Service Request & tracking + Case Management via CRM
- ✓ Integrated Meter Reading capability
- ✓ Live Chats and Chatbots

Engaged and Empowered Customer





PRESENTATION



SMART MOBILE WORKFORCE

Industry's #1 Digital Workforce Experience (WX)
Platform Powered by AI / ML / RPA / IOT

SMW® Capabilities

- ✓ Work Order Management
- ✓ AI/ML Automatic Scheduling and Dispatching
- ✓ Assets and Inventory Management
- ✓ Training and Learning Mgmt.
- ✓ Timesheet & Expense Mgmt.
- ✓ Enterprise-wide collaboration
- ✓ Online & Offline mode
- ✓ AR/ VR Use cases
- ✓ Document Management
- ✓ Location Intelligence
- ✓ Meter Read Capability
- ✓ Service Request + Case Management integrated with CRM
- ✓ Safety and Compliance
- ✓ Damage Assessment
- ✓ Storm & Outage Management
- ✓ Vegetation Mgmt.
- ✓ Field service and Operational AI and Analytics
- ✓ GPS Route Tracking and Optimization
- ✓ Inspections and Maintenance
- ✓ Alerts and Notifications

Product Functions

 Work Order Mgmt.	 AI/ML - Schedule & Dispatch	 Asset Mgmt	 Service Request	 AVL Tracking/ Fleet Mgmt	 Mobile Library	 Expenses	 Timesheet Mgmt	 Payment	 Notifications
 My Performance	 Smart Forms	 Collaboration	 Damage Assessment	 Storm & Outage Management	 Safety Observation	 Inventory Mgmt.	 Predictive Maintenance	 CX-Service Mgmt.	 Smart CRM

Engaged and Empowered Workforce





PRESENTATION

Smart iQ - The AI and ML Analytics Platform

Turning Data Into Actionable Intelligence

Smart iQ (SiQ®) is an AI and ML-driven analytics platform that empower utilities to discover customer and workforce insights across multiple data streams. SiQ helps in automation of business processes with an in-depth analysis of data sets, specific to business use cases, to build intelligence by leveraging AI, ML, and IoT.

Product Functions



Customers



Segment



Loss / Leakage
AI Analytics



High Usage
Analytics



Complaints



Violation



Program
Management

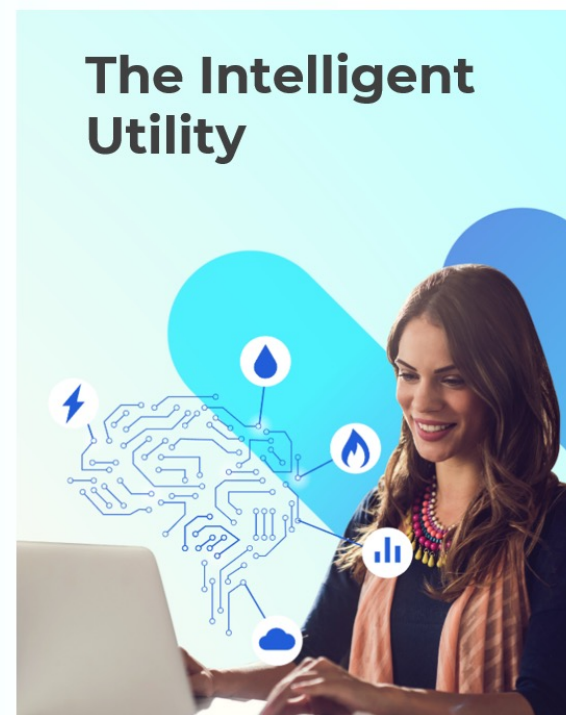


District Metering
Analysis

SiQ® Capabilities

- ✓ Customer Behavioral Analytics
- ✓ Customer Usage Patterns
- ✓ Sentiment Analysis
- ✓ Micro Segmentation
- ✓ Program Performance
- ✓ Outage Detection And Prediction
- ✓ Peak Load Management And Reduction
- ✓ Energy Theft Prevention
- ✓ Predictive Maintenance
- ✓ Leak Detection And Prediction
- ✓ Reduce Water Waste
- ✓ Flow Analytics
- ✓ Violations And Inspections
- ✓ Gas Leaks
- ✓ Asset Optimization And Performance
- ✓ Detect Anomalies In Meter Data
- ✓ EV Analytics

The Intelligent Utility





KEY TAKEAWAYS/ RECOMMENDATIONS



NiSource

Merrillville, IN, United States

www.nisource.com/

Customers: **4Mn**

Utility Type: **Electric & Gas**

Platform Implemented: **Digital CX Platform**

About Client

NiSource is one of the largest fully-regulated utility companies in the United States, energizing the lives of nearly 4 million customers.

NiSource is relentlessly focused on operating in a safe, reliable, environmentally responsible, and sustainable way. Ultimately, NiSource cares about its customers and has set high targets for delivering customer satisfaction.

Challenges & Objectives

- Customer digitization using mobile apps, website portals, virtual assistants and chatbots
- Digital handle time reduction and streamline processes
- Improve call center workforce productivity
- Improve revenue, recovery and collections
- Modernize back-office billing processes

Platform Overview

NiSource adopted the SEW digital CX platform. From account management, billing and payments, service management, usage data and outage reporting for electric customers, the platform is powered by intelligence and personalization. The platform support smart communications via SEW smart chatbots and live agents.

The platform offers various payment methods – including bank accounts, credit and debit cards and Amazon Pay – making billing and payments hassle-free. While customers had to call customer support to start, stop or move service, they can now request these services via the website or mobile app without having to call and while they're on the go.

The platform enabled the utility to deliver the following to residential customers:

- Empower customers with digital self-serve capabilities to conduct end-to-end business with NiSource online from start to finish
- Deliver on increasing customer demands by elevating user convenience
- Build energy conservation among customers by promoting energy assistance programs
- Develop community partnership through active user engagement
- Enhance communication channels to support multiple customer preferences
- Deliver superior customer experience which reflects highly on customer service and improves customer relationship
- Develop framework for continuous innovation to redefine CX and streamline customer support operations
- Enable frictionless communication, where customers can raise queries and receive instant responses using smart chatbots

>90k

Customers used Start, Stop and Move tool in 2021 since launch

42%

Expanded paperless billing in Jan '21, up from 33%

67%

No. of registered online accounts in Jan'21, up from 59%

15sec

Handle time reduced for Columbia Gas; 7 sec for NIPSO

Win Results & Innovations

- Personalized services to diverse customer segments across 6 states
- Streamlined billing and payments to achieve savings
- Improved customer service with a 360-degree view of customer touchpoints
- Meet the complex needs of customers with simple, intuitive, tailored experiences
- Elevate customer satisfaction

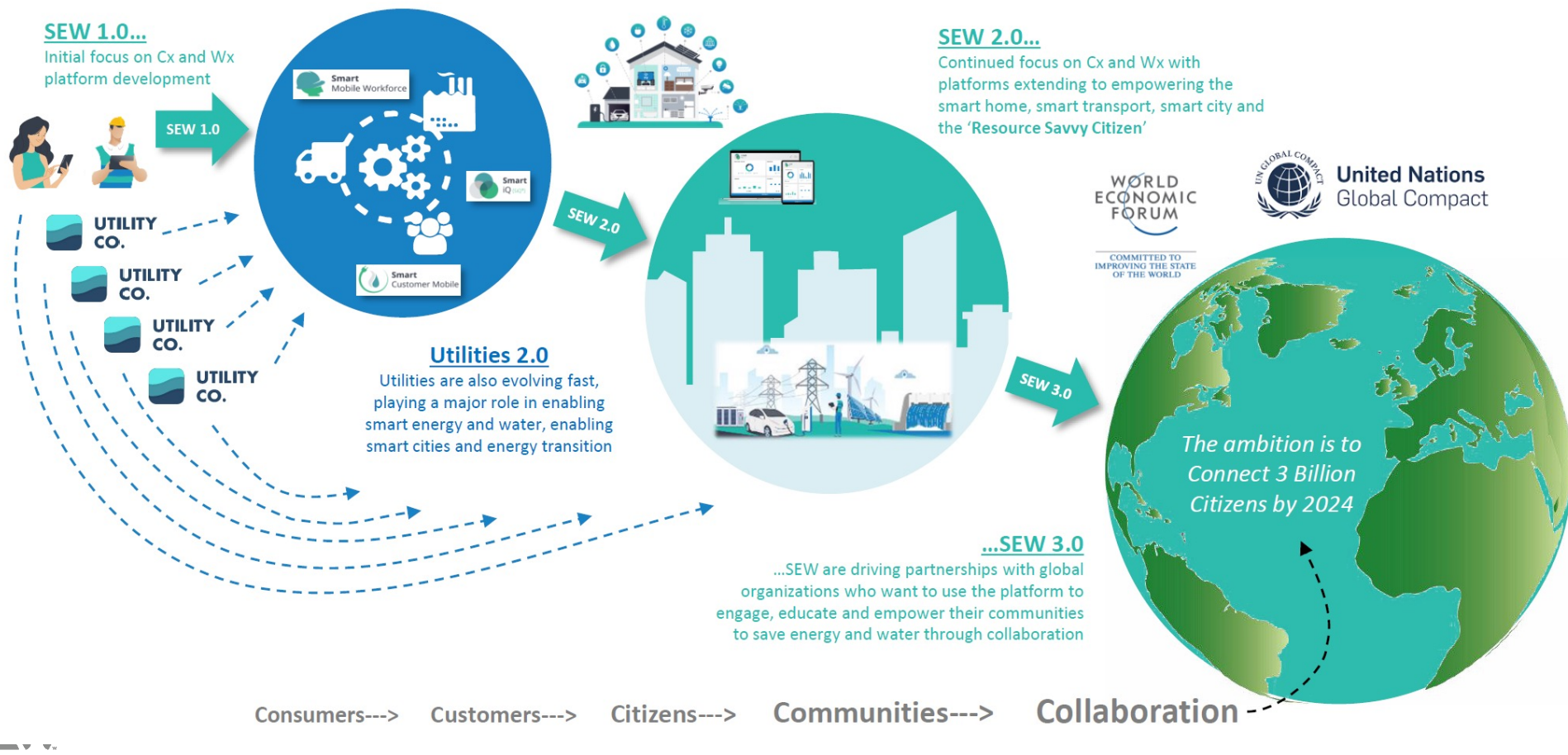


Energy Transition + Tech = Sustainability

SEW Industry Platform for Energy & Water – ‘Our Evolution’ (The Journey)



How we see SEW’s global perspective growing and evolving today....





egenco



THANK YOU

For queries email at :

Anand.Subramanian@sew.ai

www.sew.ai

SEW

www.apua-asea.org

www.afdb.org

©2023 SEW.Ai