

EnergyIP Engage Customer Portal

EnergyIP applications provide consumers with detailed energy usage and pricing data to lower costs and increase energy efficiency

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EnergyIP Engage is a state-of-the-art consumer engagement solution that educates consumers and motivates them to take action to conserve energy. Accurate, real-time access to cost, usage, and environmental impact information allows customers to make better energy and water decisions. Functionality in Energy Engage is modular, so you can implement and configure features to meet your specific goals. With EnergyIP Engage you can:

Provide your customers with an easy-to-use, data rich energy portal.

Energy Engage allows utilities to provide individual customers access to relevant, up-to-date information regarding their electricity, water, and gas usage and costs.

Clearly relate cost and usage.

Usage is presented in the context of a user's rate structure, helping users understand how usage drives costs and better manage their energy bill.

Shift load through customer involvement.

EnergyIP Engage uses dynamic pricing, demand response, and behavioral activation drivers such as the Rate Analyzer to flatten load curves. Utilities can therefore better manage supply-side generation and minimize the use of peaking power plants. Programs worldwide consistently see peak demand reductions of up to 20%.

Connect with consumers through multiple channels.

EnergyIP Engage is the only product on the market enabling consumers to track both their usage and associated costs – down to hourly intervals – online, via mobile device or email, encouraging them to learn about and engage in energy conservation.

Improve customer satisfaction.

Energy Engage enables end-users to easily obtain information to better understand their consumption, thereby reducing the number of calls and complaints utilities receive. In turn, utilities lower customer support costs. Energy Engage now integrates weather to allow customers to self-serve during storms.

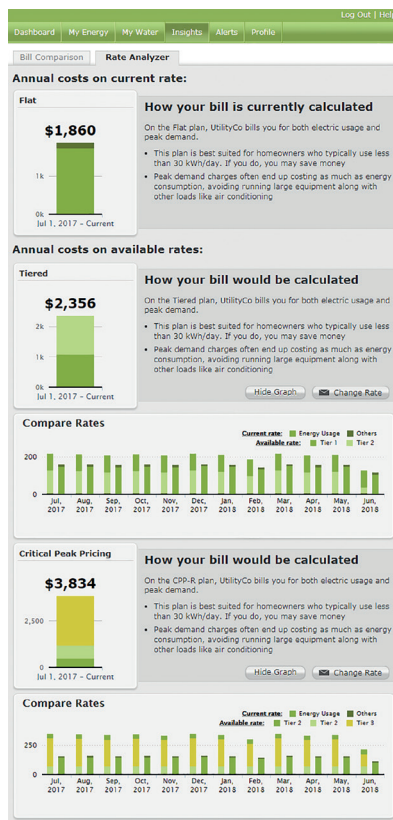
Promote variable-rate pricing.

Users can analyze the cost impact of their usage patterns when Time-of-Use (TOU) and event-based rates are available. Using the Rate Analyzer, consumers are encouraged to consider time-based pricing programs to reduce costs.

Increase operational and energy efficiency.

The ability to affect demand rather than just respond to it means that you can gain greater operational efficiency, minimize the impact of outages, and lower environmental impact caused by peak demand.

Rate Analyzer in EnergyIP Energy Engage:

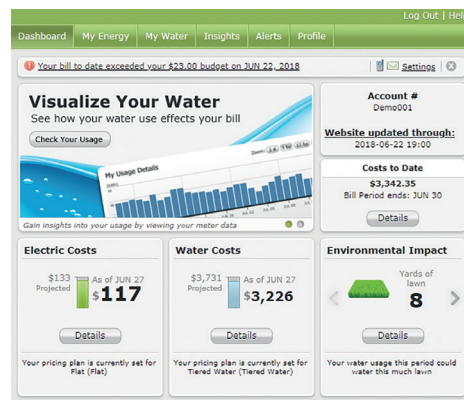


Customer Tools:

EnergyIP Engage provides customers with a wealth of data where usage and price are clearly linked. Additionally, consumers can proactively engage with tips, neighbors, and tools to increase their energy conservation. In EnergyIP Engage customers can:

- View usage of multiple commodities by hour, day, or billing period.
- See historic costs by hour, day, or billing period.
- Compare and view current and past bills in charts and tabular formats.
- Review their bill-to-date cost estimates, and cost projections for the remainder of the bill period.
- See payment options and compare available rates to determine the most effective plan.
- View carbon impact of energy use, comparing to familiar activities like driving.
- Subscribe to receive at-a-glance email reports or text message alerts for system events, peak pricing, or when customers are projected to exceed a user-configurable budget.

Multi Commodity:



Building Applications on a Strong Foundation:

Siemens provides the essential software that enables leading electric, gas and water utilities worldwide to realize the full benefits of the Smart Grid, reducing operational costs, increasing service reliability, boosting customer satisfaction, and driving energy efficiency. Our applications run on the industry leading EnergyIP platform and with EnergyIP's modular design you start fast, implement only the functionality and applications you need, and incrementally scale to meet new requirements. You can add additional applications as your business needs change, or have an application custom-built to meet your requirements. EnergyIP allows you to adapt to regulatory changes and capitalize on new technology and business opportunities, dramatically improving operational efficiencies and customer service.

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