

The Future of Nexant iEnergy



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June 13th, 2018

Customer Confidential

Agenda

Addressing Utility Challenges
The Future of iEnergy
Public User Experience
Customer Success
Next Steps

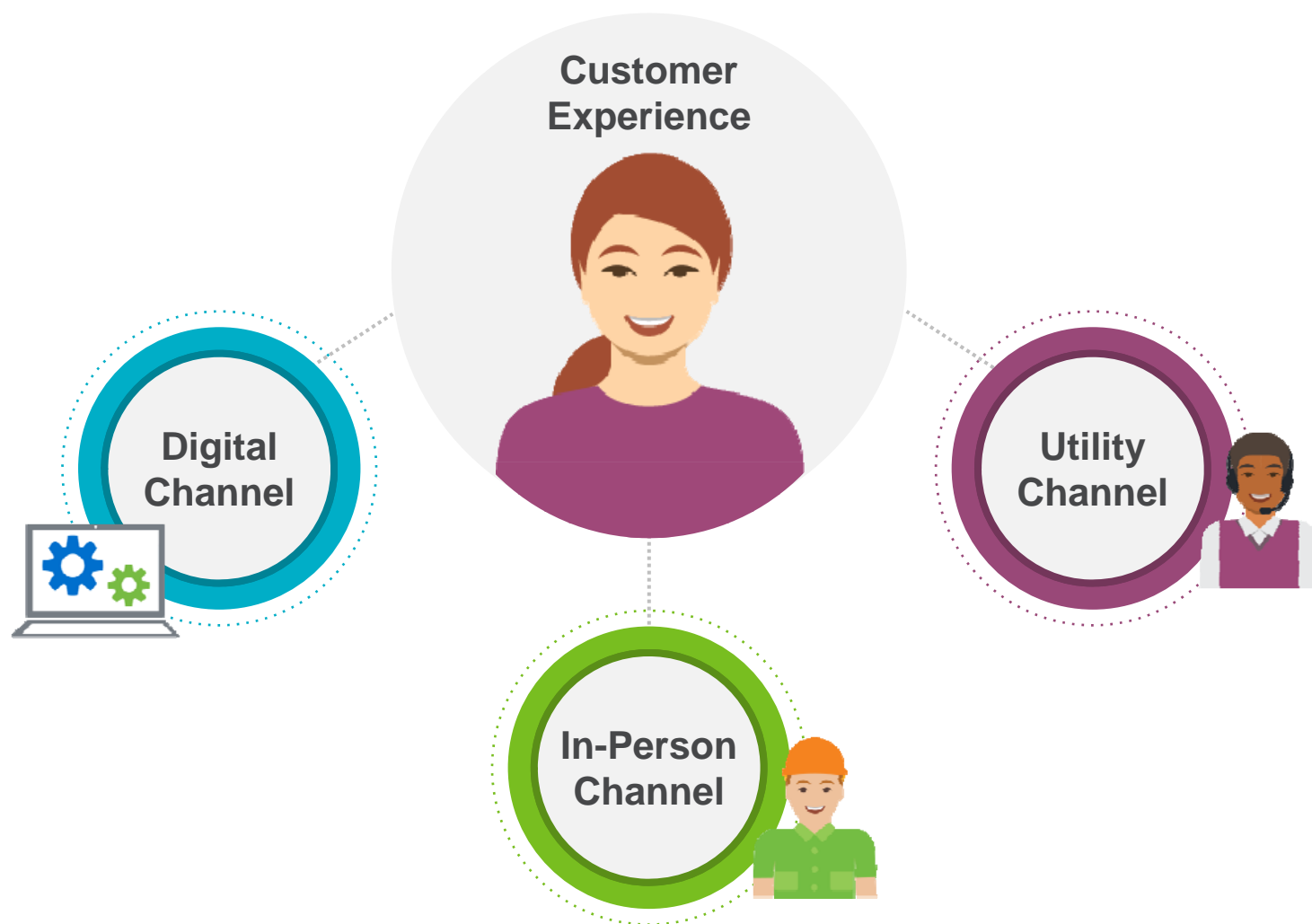
UTILITY PROGRAM CHALLENGES

**Low Cost
Effectiveness**

Low Penetration

**Poor Customer
Experience**

CUSTOMER CENTRIC OMNI-CHANNEL EXPERIENCE



CHANGES DRIVING TRANSFORMATION

ALL WILL CHANGE

Technologies

- Efficiency
- Renewables
- Electric Vehicles
- Batteries

Opportunities

- PUC Opening to New Rev Streams
- Market Changes (new entrants)

Process

- Customer!
- Trade Allies
- Grid Interconnect
- Rate Design

Customer

- Expectations
- Demographics
- Consuming Behavior

Regulation

- Local Rulings
- PUC Mandates

Platform Needs

- Configurable Business Rules
- Complex Calculations
- Open Integrations
- Centralized Data
- Technical Library
- Flexible Reporting

WILL NOT CHANGE

CUSTOMER EXPERIENCE TRANSFORMATION

Application fulfillment time for complex rebate programs

Achieving this today
for some customers

Industry Standard

Nexant

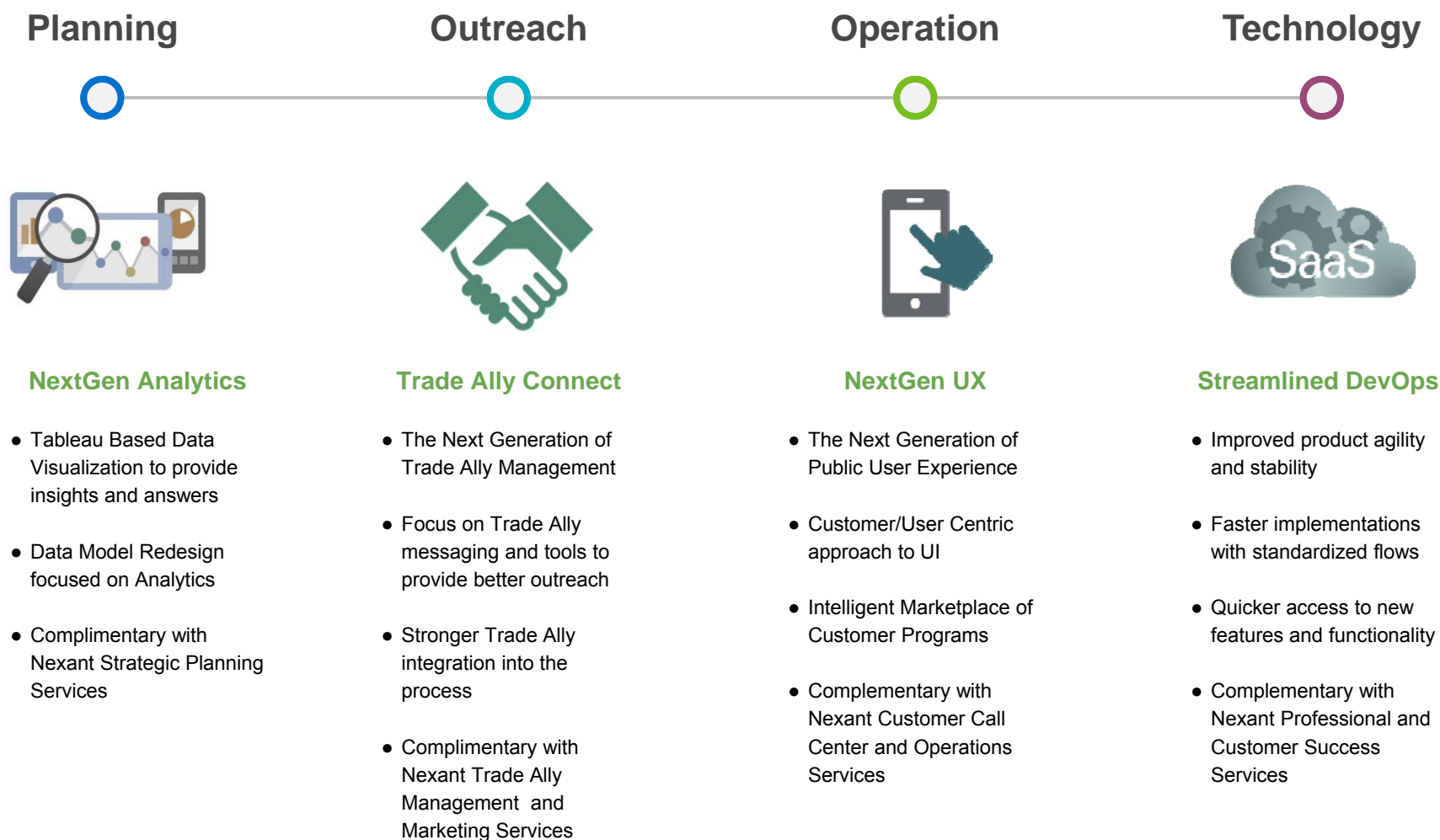
Our Goal

**6-8
weeks**

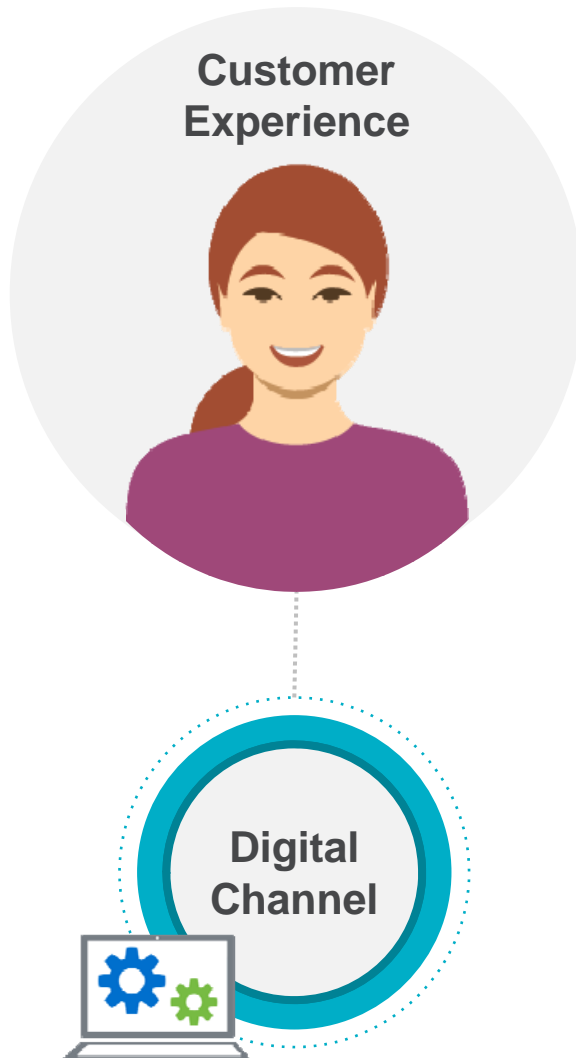
**2
days**

**Same
day**

The Future of iEnergy Gets us Closer to this Goal



PUX Demo: Appliance Rebates



Kelly wants rebates for her new appliances

- Kelly logs into her utility account and browses appliances with rebates
- She selects the dryer she purchased
- She fills out the information to process her rebate form
- She browses more appliances and applies for another rebate on a refrigerator
- She submits her rebate application
- She checks her application status on-line

Live Demo: Appliance Rebates

[Find a rebate](#)
Sign In
0 Rebate

Rebate Center

Get rebates for purchasing and installing energy-efficient items. [See qualifying rebates by signing in.](#)

Appliances

Kitchen

Solar

[Find a rebate](#)
kelly.g@nex.com
0 Rebate

[< Back to Results](#)

GE

MODEL # WA50M7450AW

Available Rebate \$50

[Apply for Rebate](#)

7.4 cu. ft. capacity Dryer features Multi-Steam technology to give you the ability to steam away wrinkles, while Eco Dry uses up to 25% less energy for every load.

Rebate Description

- AHRI #: 11553366
- Full Cost: 499
- Installation Date: 03/02/2018
- KW Savings: 50
- Life Time: 100
- Incremental Cost: 100
- Installation/EquipmentCost(\$): 200
- NTG Ratio: 2
- Therm Savings: 100

Similar Products with Rebates

Whirlpool Refrigerators
Model# WRX735SDHZ
Rebate \$50

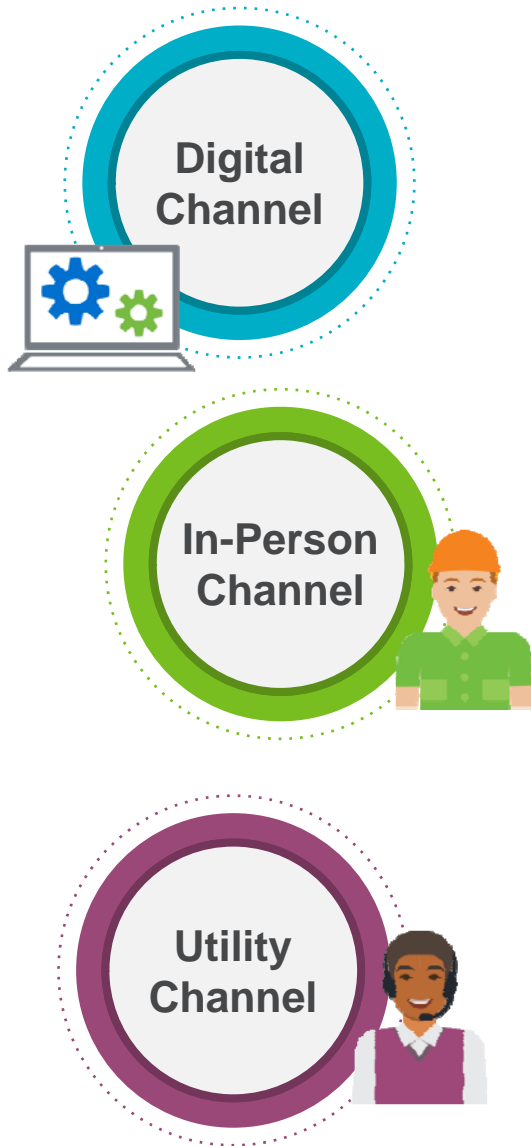
General Lighting
Model#
Rebate \$10

Whirlpool Freezers
Model# WZF79R20DW
Rebate \$50

Samsung Refrigerators
Model# RF263BEAER
Rebate \$50

GE Freezers
Model# FCM7SKWW
Rebate \$50

PUX Demo: Electric Vehicle Charger



Kelly needs an EV charging station

- Kelly logs in and browses for eligible EV chargers and program
- She selects one and applies for the program
- iEnergy refers Trade Allies to install her EV charger

Trade Ally continues the application

- Trade Ally logs into the PUX and continues the application workflow

Reviewer requests an inspection

- Utility reviewer logs into iEnergy and requests an inspection

Third-Party Inspector continues the workflow

- Inspector logs into the system and continues the application workflow

Reviewer approves the application

- Utility reviewer logs into iEnergy and approves the application

Kelly's application was approved

- Kelly logs in and sees that her application was approved

Live Demo: Electric Vehicle Charger

Level 2 (240v) + Demand Response

Available Rebate \$530

Apply for Rebate

Level 2 chargers deliver 240v for faster electric vehicles. With the higher voltage, they can deliver approximately 12-25 miles of range per hour of charging.

Rebate Description

- EV Demand Response Description: coordinate your vehicle charging time to reduce demand for electricity.
- Demand Response Requirements: 1

Electric Vehicle Charging Station

EV Charging Station Manufacturer ChargePoint	EV Charging Station Model Number CPH25-P
EV Charging Station Serial Number CH48J123-09KM	EV Charging Station Quantity 1
EV Charging Station Cost \$ 674.00	EV Charging Station Incentive 530

ESTIMATED TOTALS

\$530 Customer	\$0 Vendor
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Additional Information

Partner

Similar Products with Rebates

EV Charging Stations
Model# Up to 80% of Cost
Rebate \$30,000

EV Charging Stations
Model#
Rebate \$530

Application Details

Kelly Green Electric Vehicle Charging ...
234 E stacy street, San Jose, CA, 97878, USA M-00000305302 InProgress - Pending Contractor

Group Name: Uncategorized **Created:** Jun 18, 2018 **Last Update:** Jun 18, 2018

Application History

Application	Jun 18, 2018
Contractor	Jun 18, 2018

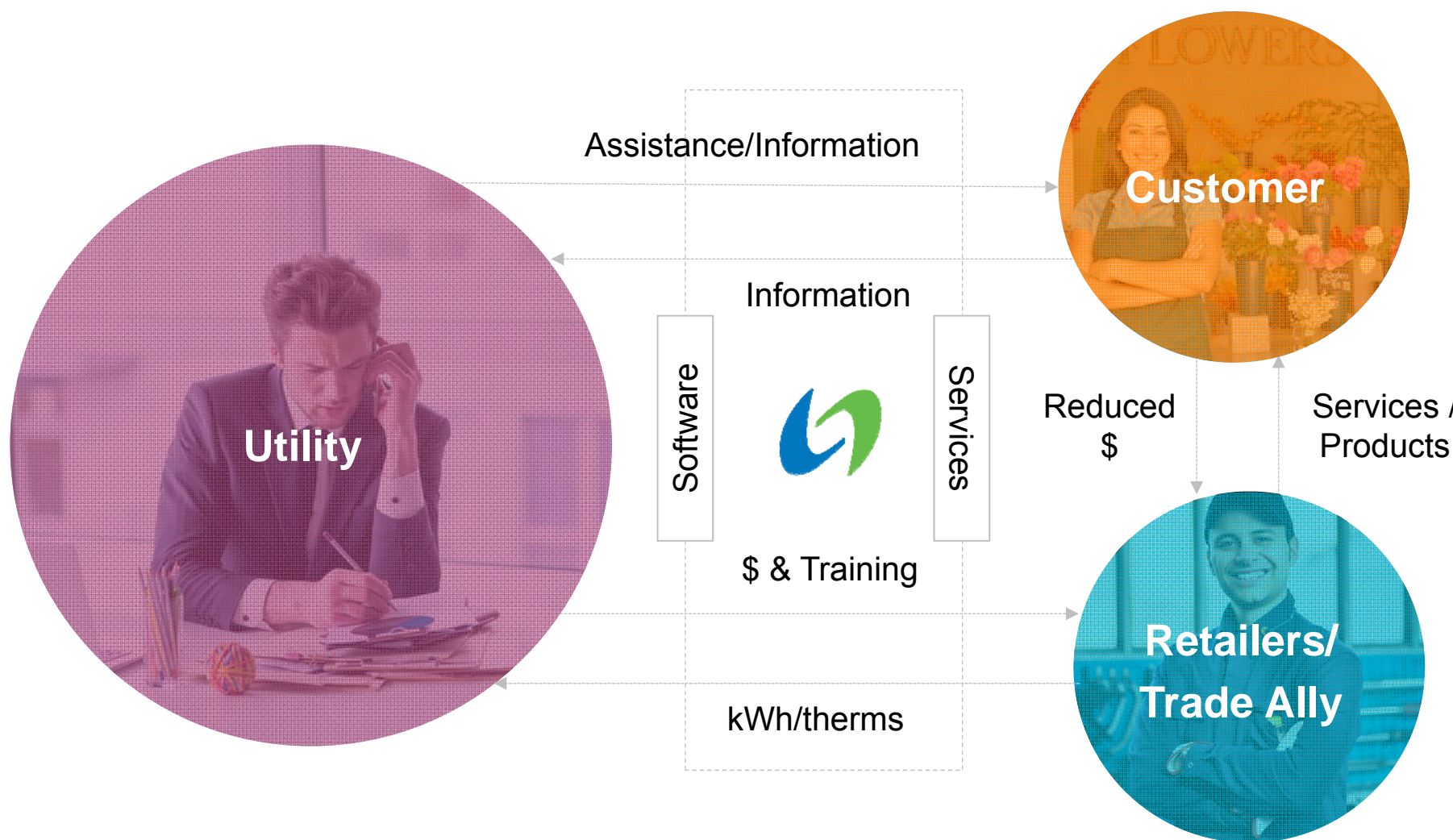
Incentive Payments

Customer Incentive
\$530

Kelly Green
234 E stacy street, San Jose, CA, 97878, USA

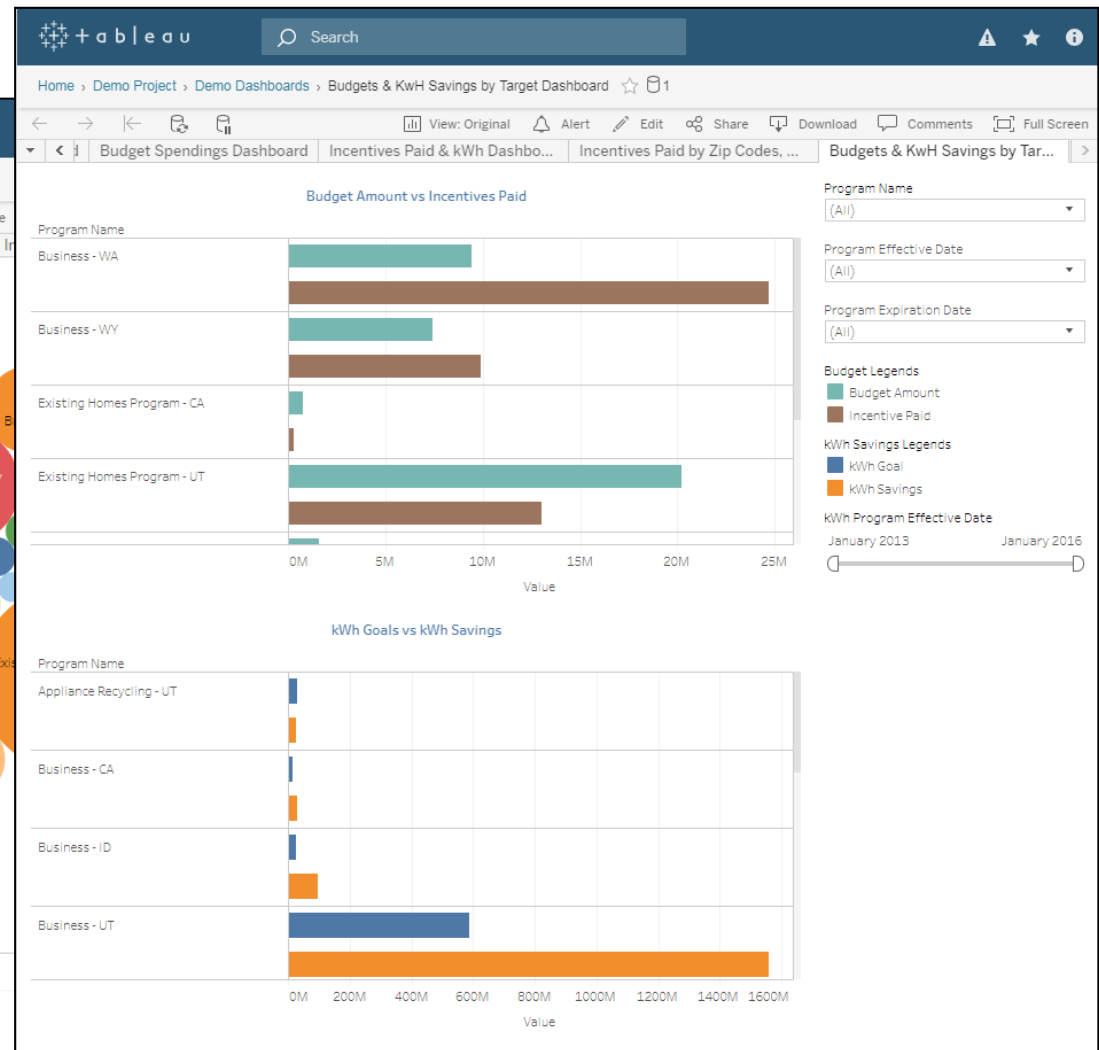
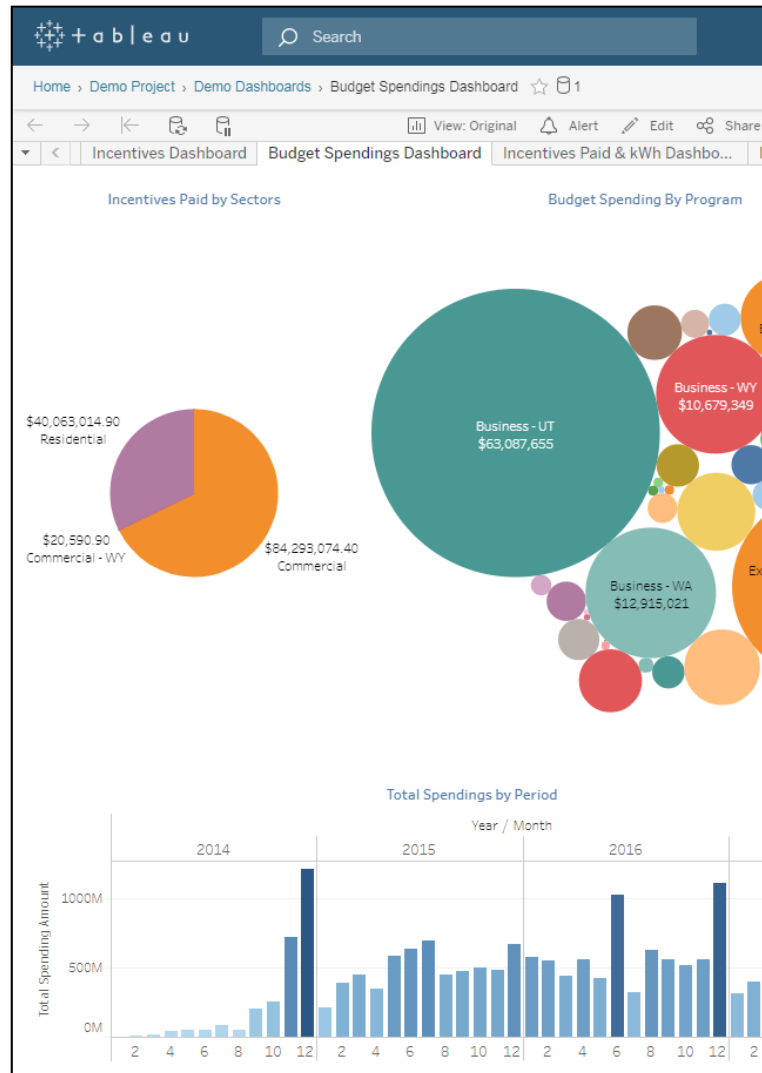
Next Generation Trade Ally: Trade Ally Connect

Best Practices session on Trade Ally Driven Program Delivery this afternoon



Next Generation Analytics: Tableau

Best Practices session on Analytics this afternoon



Export

	A	B	C	D	E
1		mpg	cyl	disp	hp
2	Mazda RX4	21	6	160	110
3	Mazda RX4	21	6	160	110
4	Datsun 710	22.8	4	108	93
5	Hornet 4 Dr	21.4	6	258	110
6	Hornet Sportabout	18.7	8	360	175
7	Valiant	18.1	6	225	105
8	Duster 360	14.3	8	360	245
9	Merc 240D	24.4	4	146.7	62
10	Merc 230	22.8	4	140.8	95
11	Merc 280	19.2	6	167.6	123
12	Merc 280C	17.8	6	167.6	123
13	Merc 450SE	16.4	8	275.8	180
14	Merc 450SEL	17.3	8	275.8	180
15	Merc 450SL	15.2	8	275.8	180



- + live data
- + all data
- + scripts for automation
- + OOTB

Operate

Search Advanced Search

Application Number

Address

Application Number

Application Priority

Application Status

Cancel

Bookmark added

Name

GI_52100 In Progress

Application Status: **Active**

Application Number: GI_52100

Program: Grid Interconnection Program for CRP

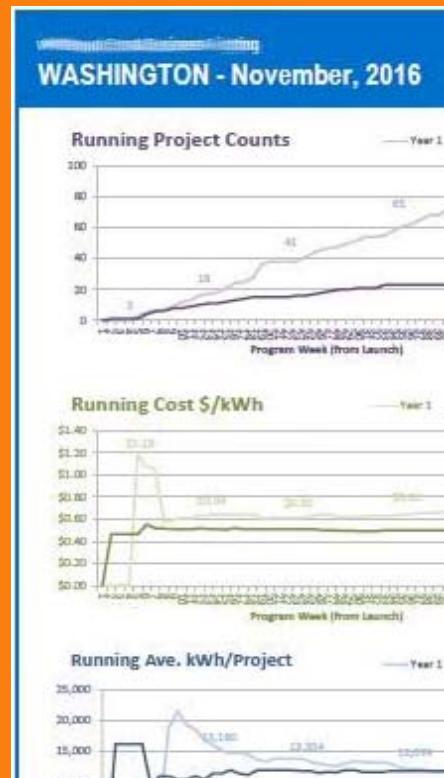
Version: 1

Task: 1. Application Intake

Task Status: Open

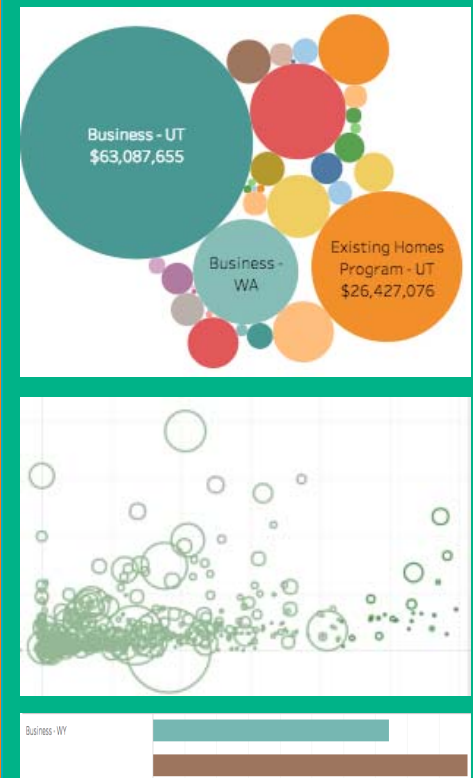
- + live data
- + clickable
- + personal searches
- + sort options
- + OOTB

Report



- + custom design
- + for external consumption
- + for specific custom logic

Analyze



- + Self serve data exploring
- + Advanced visual tools



Customer Success

Some Implementations Need a Tune-Up

- Application is stable
- Multiple workarounds
- Programs and Reports configured years ago
- Upgrades may or not have been made
- Process improvements implemented in a reactive way or limited in order not to change the configuration.
- Change requests / configurations are implemented very slowly



iEnergy Tune Up

Identify Opportunities for:

- Process Improvements
- Streamline Usage habits
- Configuration Optimization
- Product Roadmap Alignment



Activities

- Workshop and Interviews with all stakeholders

Deliverable Reports

- State of the Application and Usage
- Suggested actions
 - Training
 - Upgrades
 - Configuration Changes
 - Plan for project

iEnergy Care Packages

Achieve continuous improvements:

- Implement changes faster (less Change Orders)
- Make training available on a continuous basis
- Reduce need to train staff on tool – reduce risk on rotation.

We propose

- Ongoing engagement from
 - Program Managers
 - Product Experts
 - Configuration Managers
 - Reporting Consultants
 - Product Operations
 - Trainers

Bronze	20	Hours /month
Silver	45	Hours /month
Gold	90	Hours /month

Next Steps

I Want These... How Do I Get It?



Customer Success (Available Now)

- iEnergy Tune Up
- iEnergy Care Packages



Public User Interface

- Implementations can start in July



NextGen Analytics

- Implementations can start in August



Trade Ally Connect

- Start Now with Trade Ally Management
- Migrate to Trade Ally Connect

Talk to

- Kim Page
- Karen Hennessey
- Ebby Dabiri

Schedule

- Set time to review Care Packages and SOWs

Implement

- Go Live with the Next Generation of iEnergy

Questions?

