

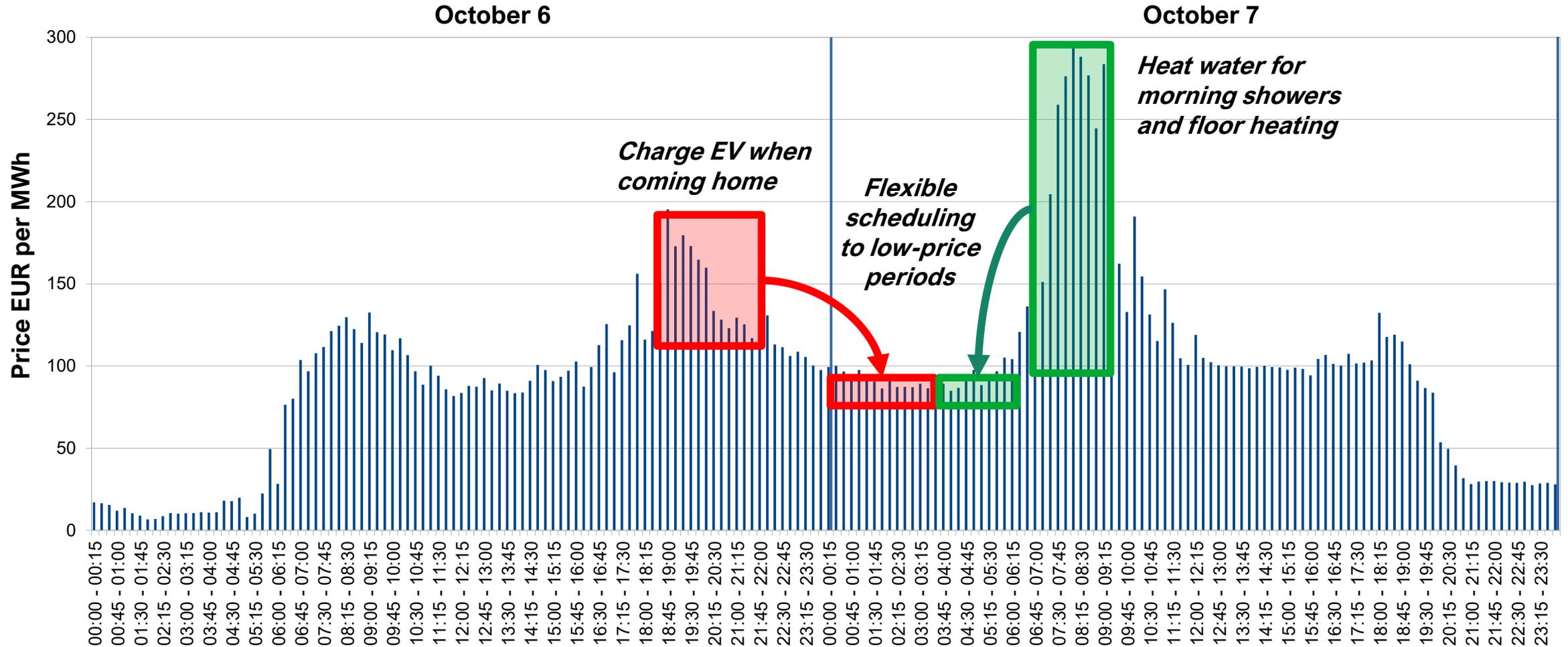
# HANSEN KEYNOTE

Mika Rissa, Vice President Energy & Utilities Strategy, Hansen & kolleger

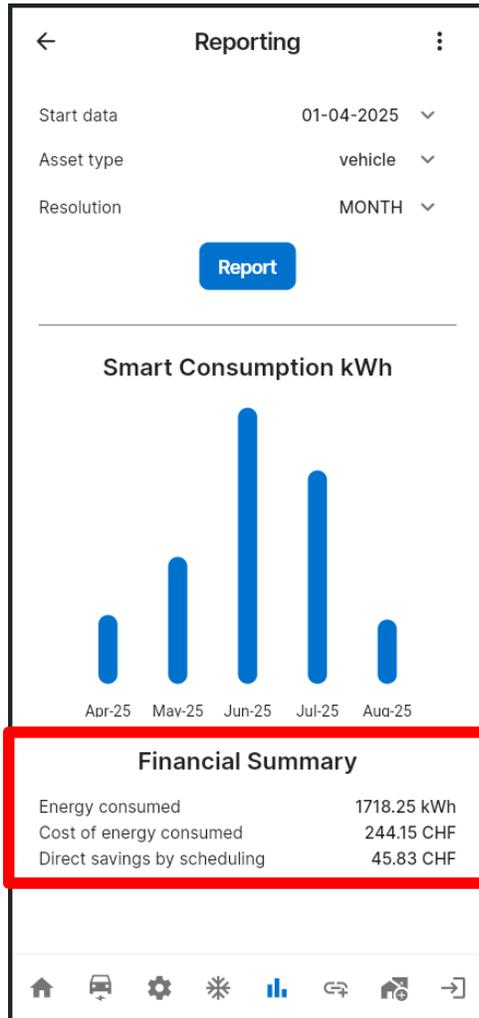
- Flexibility Today
- Introducing Hansen Flex Solutions
- Introducing Hansen AI Agent

# VOLATILITY DRIVES PROSUMER FLEXIBILITY #1

Example: Smart Scheduling with SE4 Day-ahead Prices (6-7 October 2025)



# CLEAR AND PRESENT BENEFITS FOR PROSUMERS



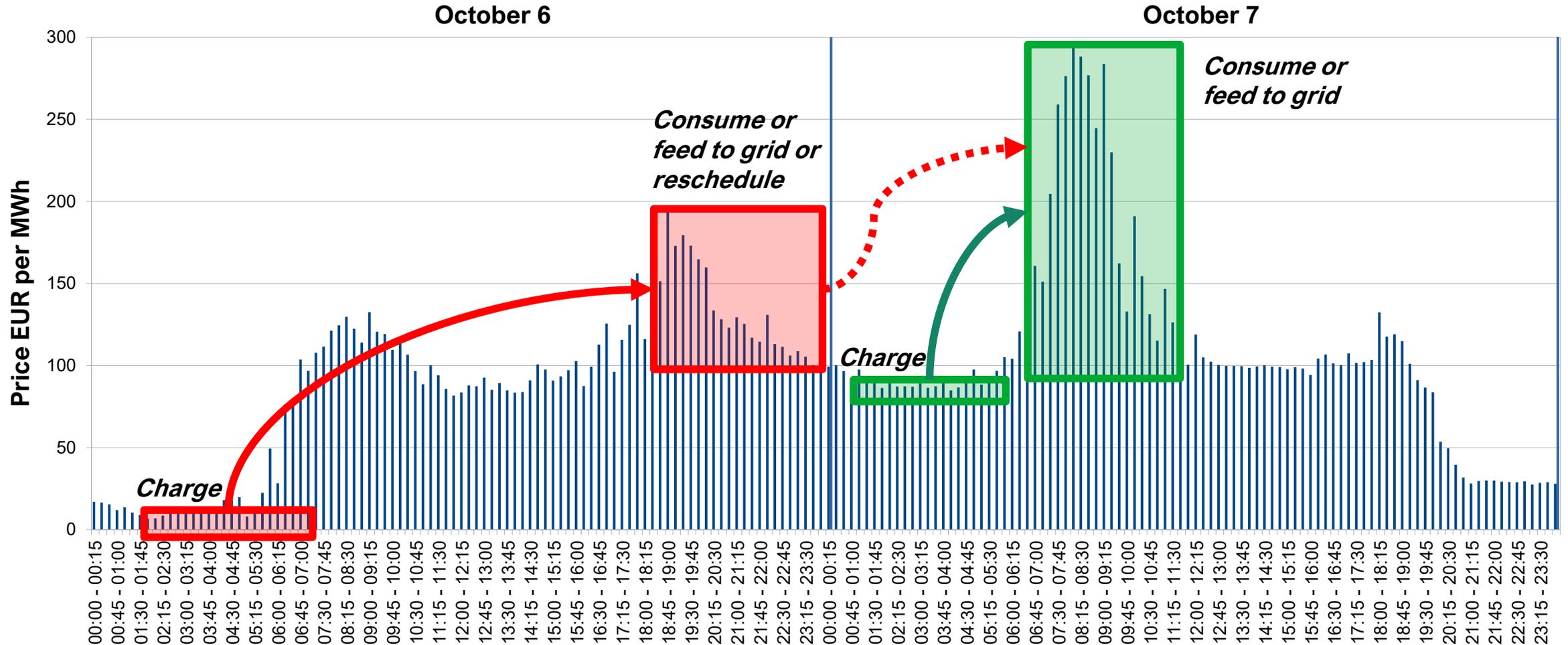
## Financial Summary

Energy consumed	1718.25 kWh
Cost of energy consumed	244.15 CHF
Direct savings by scheduling	45.83 CHF

***Smart scheduling saved 45,83 CHF = 15,8%  
in EV charging energy costs in three months***

# VOLATILITY DRIVES PROSUMER FLEXIBILITY #2

Example: Battery Operations with SE4 Day-ahead Prices (6-7 October 2025)



# MULTIMARKET OPTIMISATION ACROSS ASSET CLASSES AND MARKETS



**PV Generation**



**Battery Storage**



**Flexible Generation**



**EV Fleets**



**Heating, Cooling  
& Processes**

**Day-ahead**

**Intraday**

**Ancillary  
Services**

**Local Flex**

# HANSEN FLEX SOLUTIONS



Integrated app for smart scheduling of EVs, chargers, heat pumps, boilers and 1000+ devices



Real-time rating of consumed energy and settlement of self-generated energy



Real-time calculations for group balance and feeding the imbalance for automated trading



Real-time meter data management to enable real-time applications

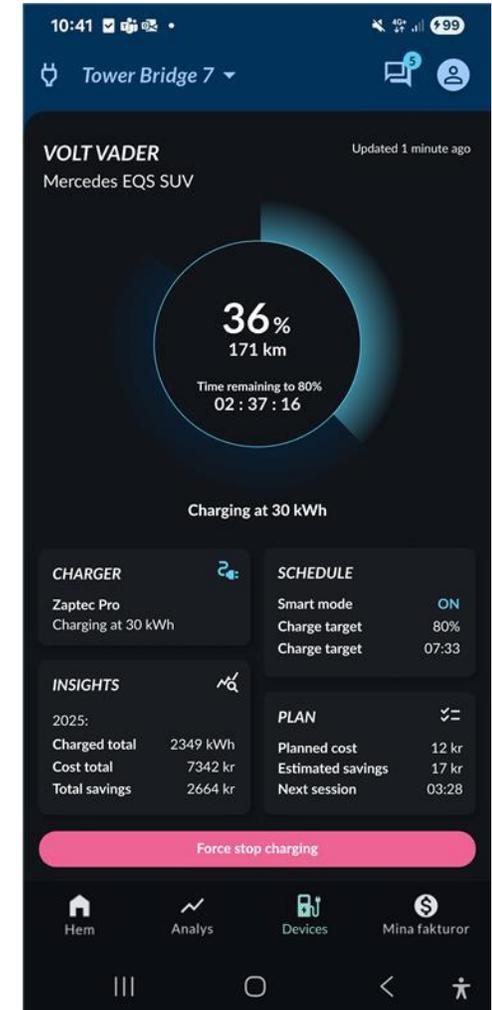
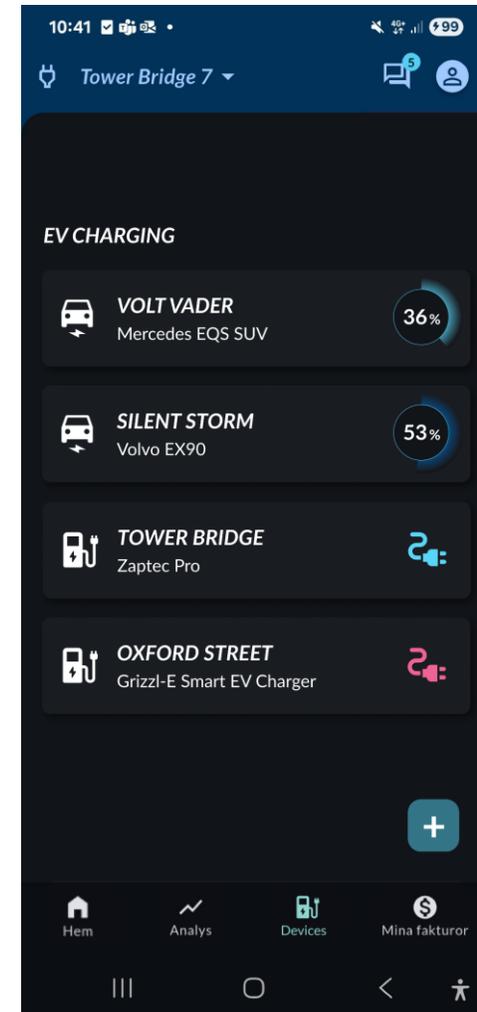


Automated day-ahead, intraday and ancillary service trading and multimarket optimisation

**LINA TRANEVALL**  
**PRODUCT DIRECTOR, HANSEN**

# HANSEN'S FLEX APP SUPPORTS EV CHARGING

- Capability for your end-users to steer their charging costs.
- Visualization of the data on Hansen's Self-Service platform
- Enable new smart products that leverage the markets flexibility initiatives.
- Hansen can handle the whole chain



# HANSEN REAL TIME RATING

- Higher accuracy since the cost accumulated is the actual cost.
- Visualization on the self-service platform of the rated values on the graph component
- Same source data from the rating module in Self-service platform and in the user interface.
- Stable extracted data for your financial reports.

Electricity consumption from HUBs and gridowners (that we are lawfully obliged to invoice on) are shared daily.



15 min prices sent every day, daily for the next day. (1 day or 1,5 days in the future available)



CONNECT LIVE 25

## HansenCIS



Rated values are calculated continuously when values are available. Based on your unique pricelists and invoice components.



The existing graph presenting cost will instead fetch the rated costs accumulated at this time.



Visualisation of rated values to the CSR.



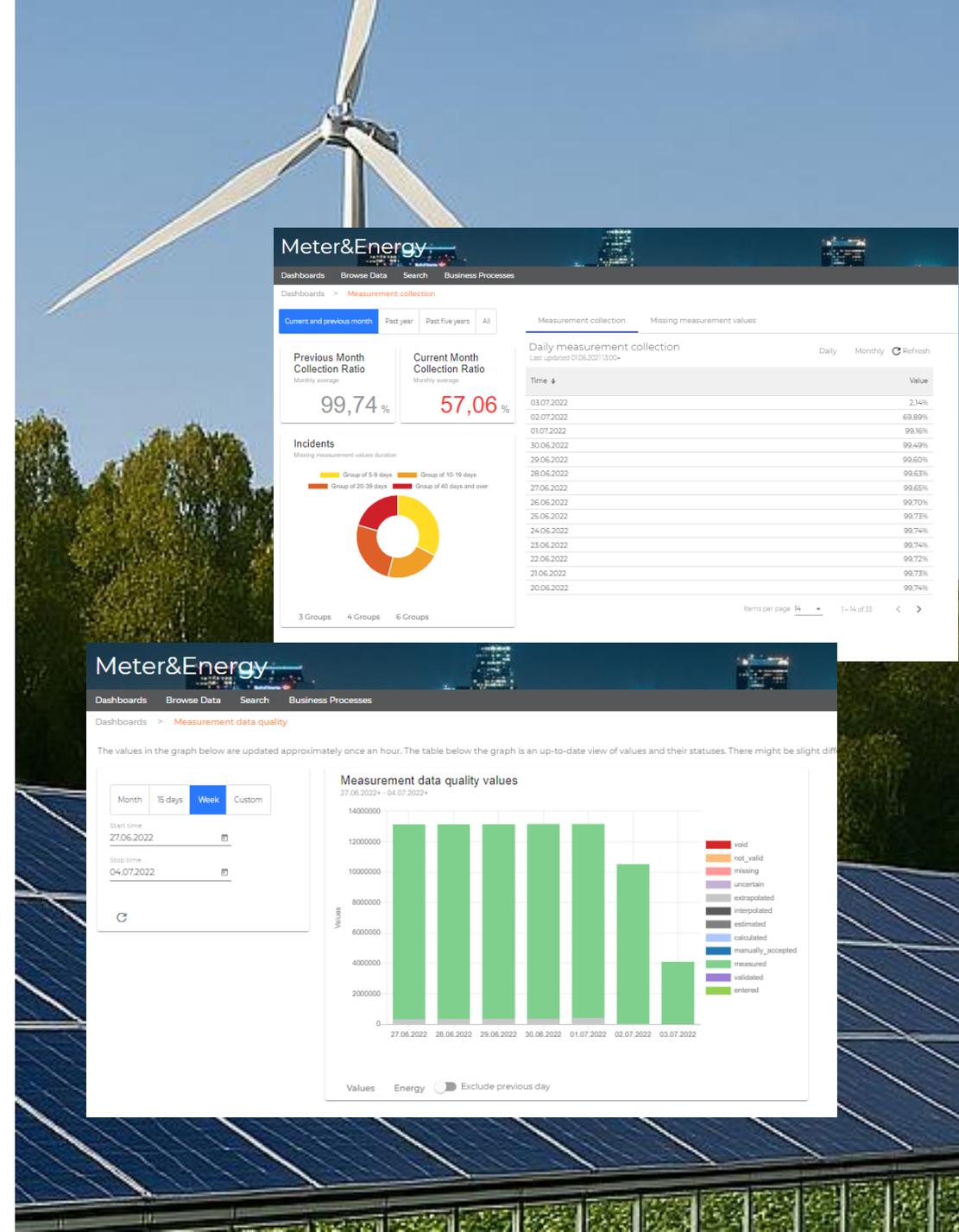
Financial Report Data Extraction service

ACCOUNTING SYSTEM

**RIIKKA KUMLIN**  
**PRODUCT DIRECTOR, HANSEN**

# NEAR REAL-TIME MDM

- Processing 15-min values event based
- Collecting measurement near real-time
  - Relevant follow-up from consumer portal
    - Real-time rating
  - Analysing consumption and production trends
  - Detecting anomalies
  - Setting up alarms
- Target consumers
  - Hourly or 15-min pricing
  - Combined production and consumption
- Market messaging supporting the transition?



# CALCULATIONS FOR AUTOMATED TRADING

- Hansen EDM calculates **group-level consumption and generation balances** using high-resolution meter data.
- The system supports **parallel processing of metering data**, enabling high performance even with large volumes.
- **Auto-generated aggregation calculations** allow splitting large groups into smaller ones for faster computation.
- **Real-time data** from SCADA systems and DCS is integrated to reflect actual generation and consumption.



Hansen**EDM**

Automated Energy Data  
Management

**JYRI JOUTSI**  
**PRODUCT DIRECTOR, HANSEN**

# ASSETS & ENERGY DATA



EDM



VPP



SCADA

INPUT →

← TRADE RESULTS



# MARKETS



POWER EXCHANGES



ANCILLARY MARKETS



OTHER FLEXIBILITY MARKETS

MARKET ACCESS ↔



IMBALANCE TRADING



ASSET TRADING



MULTI-MARKET OPTIMISATION

HansenTrade  
Intraday Trading

HansenTrade  
Day-ahead Trading

HansenTrade  
Intraday Auctions

HansenTrade  
aFRR

HansenTrade  
FCR

HansenTrade  
Regulating Power (mFRR)

HansenTrade  
Multi-market Optimization

HansenTrade  
Customer Portal

HansenTrade  
Position Monitoring

HansenTrade  
Power Market Analytics

HansenTrade  
Power Plant Failure Alarms



**LINA TRANEVALL**  
**PRODUCT DIRECTOR, HANSEN**

# DIAL AI & HANSEN

## HARNESSING AI TO TRANSFORM THE ENERGY SECTOR



### Strategic Investment

- Hansen's strategic investment in Dial AI, a Vancouver-based AI innovator, is accelerating AI-driven transformation in energy.

### Energy Vertical Focus

- Hansen's AI Agent with Dial AI is a **conversational AI platform** purpose-built to **streamline operations** and **enhance customer service** in the energy sector. It is a Gen AI agent solution for customer service process automation.

*Targeted to utility service providers seeking a domain-specialised, quickly deployable & integrated solution*

# CUSTOMER ENGAGEMENT - WHO HANDLES WHAT?



*You remain in control, human in the loop, guiding principle.*

## AI Handles the Routine

-  Overflow call volume
-  24/7 availability
-  High value but repetitive queries
-  Support for agents (CSR Co-Pilot)
-  Call summary and case creation beyond single call resolution(s)

## What Humans Handle

-  Complex conversations
-  Complaints and conflict resolution
-  Compliance and regulation
-  Emotional nuance
-  Relationship-building and loyalty

# SUPPORTING THE CUSTOMER JOURNEY

In our experience customers will most often reach out to you, their energy provider, with these questions and problems for you to solve.



**Billing and Payments:** balances, due dates, invoice information breakdown, moving the due date of the invoice, shifting invoice interval, selecting payment options, setting up a payment plan.



**Service Requests:** starting service; move-in, ad a new customer and or contract, stopping, or transferring service; move out.



**Usage and Consumption:** understanding how much they have used and when, get efficiency advice on how to spend less energy



**Questions:** plans, energy market information, such as Norway fixed price sign-up, high energy prices, policies.



**Customer Management:** updating contact details, future addresses and communication preferences



**TAKK!**

 HANSEN

# CONNECT LIVE 25

MARKETS IN EVOLUTION: NAVIGATING CONSTANT CHANGE

OSLO, NORGE

---

15.-16. OKTOBER 2025