

CONNECT LIVE

26

FLEXIBILITY MEETS EFFICIENCY: POWERING THE ENERGY TRANSITION

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**CUSTOMER AND BILLING MANAGEMENT  
&  
AI SELF-SERVICE**

# AGENDA

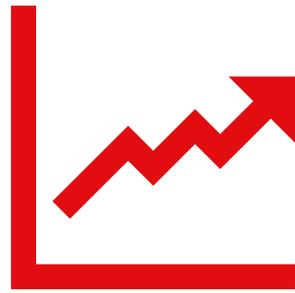
Market View & Hansen CIS Roadmap	Christian Rautjärvi, Product Manager, Hansen
Latest on Hansen's AI Agent	Christian Rautjärvi
Hansen's AI Agent Demonstration	Christian Rautjärvi
Benefit with Automated Real-time Rating Unlocking Residential Flexibility	Tiina Tarum, Product Owner, Hansen Kakin Tsoi, Business Development, Hansen



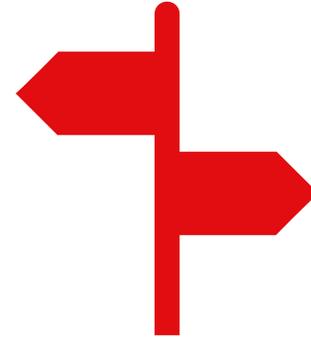
# MARKET VIEW & HANSEN CIS ROADMAP

Christian Rautjärvi,  
Product Manager, Hansen

# AGENDA



Market view

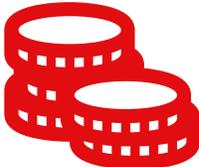


Roadmap

# CONCEPTS & KEY WORDS



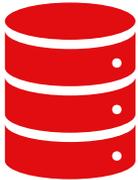
Flexibility



Efficiency



Performance



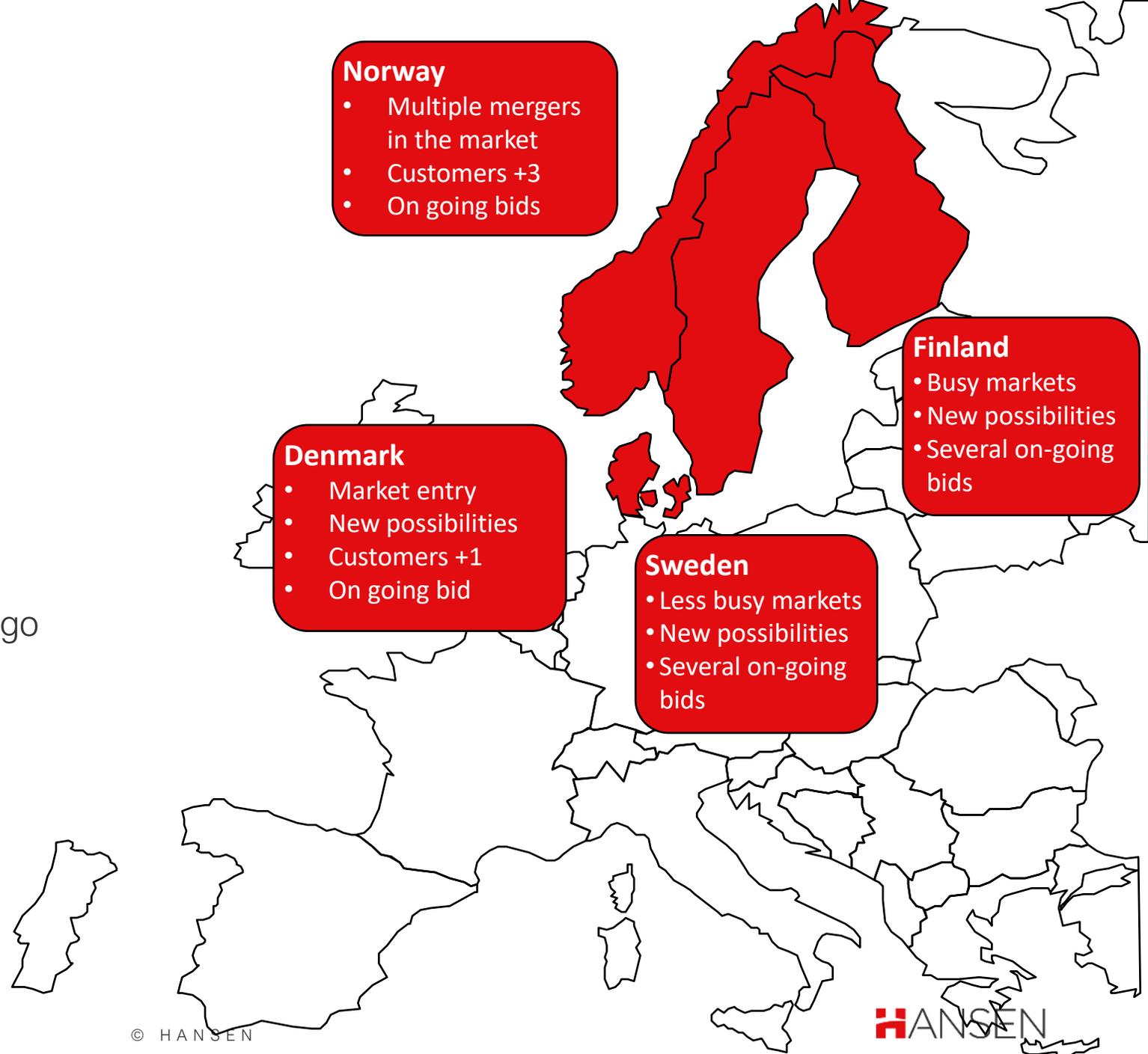
Data management

# MARKET VIEW FOR HANSEN CIS

- EMEA trends
  - Renewable generation increases
  - Price fluctuation increases
  - Retail merges & closures
- More granular measurements to be implemented, 15 min now when do we go for 5 min
- Data needs to be available more and faster than before
- AI enablement



Data and AI/ML  
enablement



# HANSEN CIS ROADMAP HIGH-LEVEL



## Self-service 1.3

Archiving & Deletion  
(Automation: files & metering values)

Archiving & Deletion  
(Any files, Immutable archive)

## Data Extraction for BI-Purposes

4 Domains. (Customer, Contract, Metering Point, Metering Values) + New domains

Residential whole home optimization and front of meter VPP virtual battery trading

## Realtime rating

## Realtime rating

Grace 23+ pre-built use cases and as CSR Copilot

EI Web  
(Elwin in web, Perigon)

EI Web  
(Elwin in web, Perigon)

## Regulatory compliancy

## Regulatory compliancy

## Regulatory compliancy

2026

2027

2028

2029

NEXUS architecture implementation - Backend for frontend

Hansen CIS Public cloud

Hansen CIS SaaS Web only as standard



**THANK YOU!**



# LATEST ON HANSEN'S AI AGENT

# CALL CENTRE CHALLENGES



# CALL CENTRES TODAY - CHALLENGES



## Increased Call Volumes and Demand

- Rising customer expectations for instant support.
- Difficulty in scaling operations to handle peak periods efficiently.
- Out of hours support.

## Complex and Diverse Customer Queries

- Increasing requirement for specialised knowledge.
- Difficulty in resolving issues on the first call (repeat calls).

## High Employee Turnover

- Burnout from repetitive tasks and high-pressure environments.

## Cost Pressures

- Maintaining a balance between delivering high-quality customer service and reducing operational costs.

## Training and Knowledge Retention

- Extensive training periods for new agents due to complex systems and processes.
- Creation of specialised and costly teams.

## Inconsistent Customer Experience

- Variability in service quality due to differences in agent expertise or performance (including consistency across channels).

## Limited Scalability and Agility

- Traditional systems often struggle to adapt to rapid changes in business needs or technology advancements.
- Lack of integration between existing systems results in inefficiencies.

# INTRODUCING GRACE



# HANSEN AI AGENT - GRACE



## Energy-Specific Trained Model:

Purpose-built for the energy sector, using utility-specific data and real-world service scenarios.

## Key Feature Set

### Omnichannel Support:

- 📞 Voice, SMS, Email, Web & Chat, with hybrid channel switching (plus Social, Messenger, WhatsApp).

### Multilanguage Support:

- 🌐 Supports 40+ languages, with dynamic hybrid switching across 10 core languages.

### Know Your Customer (KYC):

- 👤 Integrated with pre/post-call summaries to CRM C360 / billing systems (CIS).

### Master Orchestration:

- 🗂️ Single AI conversation can manage multiple customer questions.

### Call Insights:

- 🧠 Sentiment analysis, with manual and automated hand-off queues to human agents.

### Knowledge Base Integration:

- 📄 Leverage FAQs, documents, and websites to provide accurate answers dynamically

# 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.



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



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



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



# 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

# PROVEN DIGITAL FIRST CUSTOMER SUCCESS



- Proven and measurable success
  - PSEG (Public Service Electric and Gas Company), a major exchange listed Energy & Utility provider
  - with about 2.3 million electricity and 1.9 million gas customers
  - and about 13,000 employees
  - Grace production results, measured from AMI meter exchange project:

## AMI Meter Exchange Project

PSEG implemented Grace to handle customer inquiries related to their Advanced Metering Infrastructure (AMI) meter exchange program.

### Challenge

- High and unpredictable call volumes
- **24/7** support needed to meet project deadlines
- Multilingual support required (**English and Spanish**)
- Integration with Service-Link (**MWM**) and LiveVox (**IVR**) systems

## Success Metrics

 **16,000+**  
Customer Calls

 **2600+**  
Appointments Booked

 **0 min.**  
Queue Time

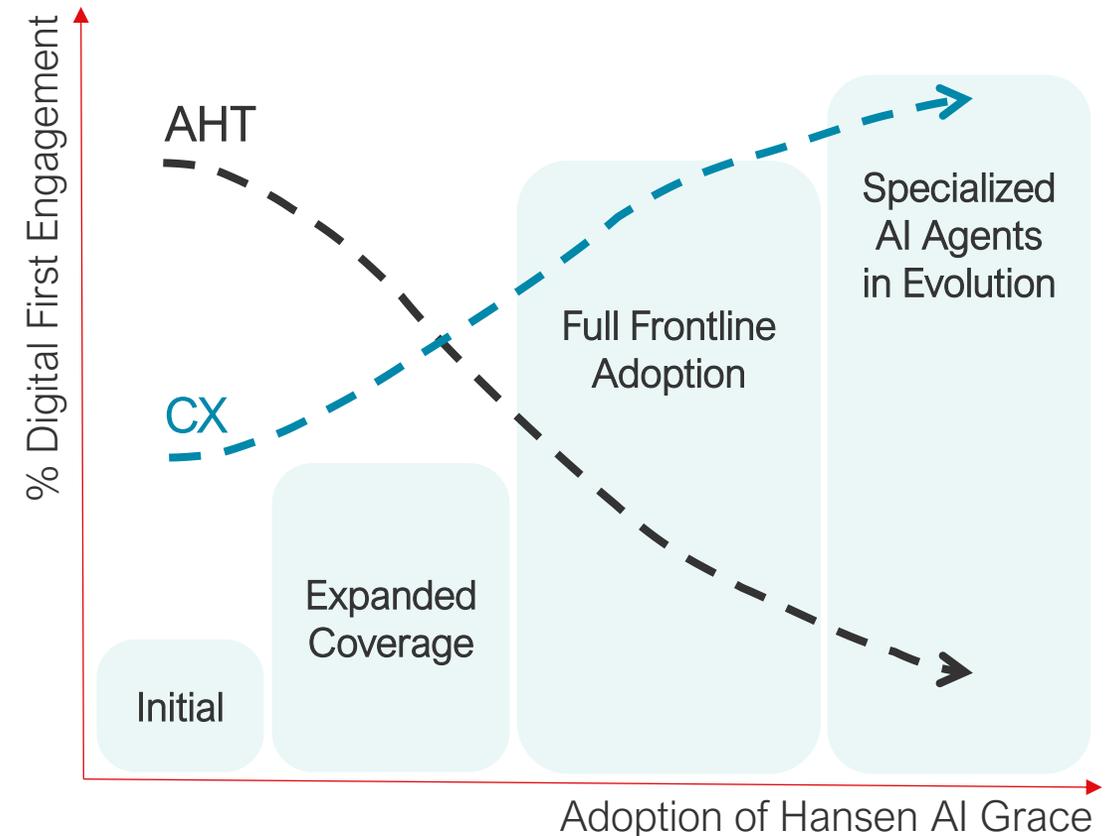
 **90+**  
Concurrent Calls

 **85%**  
Success Rate

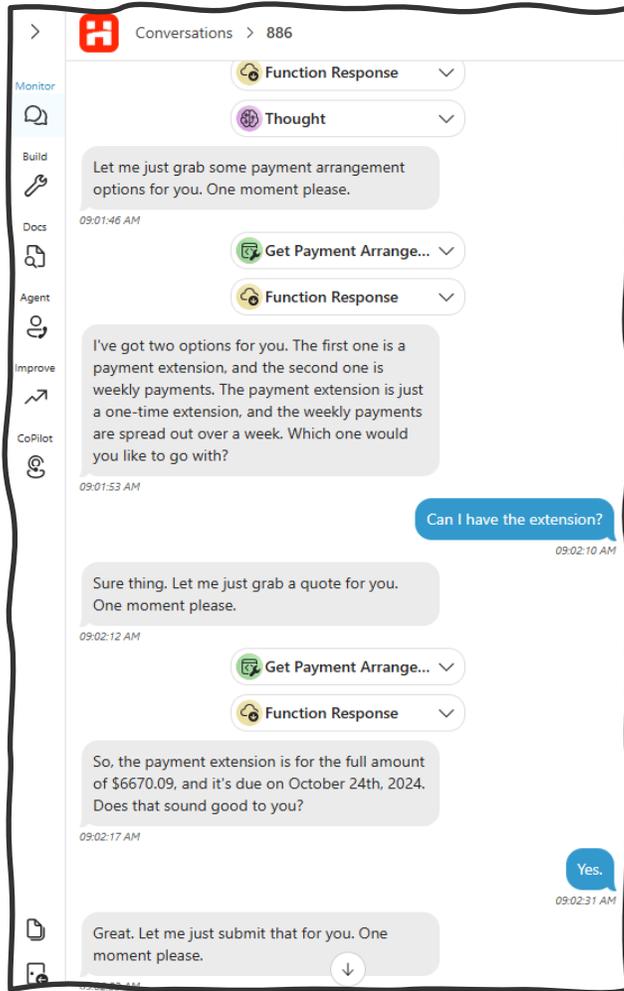
 **65%**  
Faster Resolution

# DIGITAL CUSTOMER SUCCESS JOURNEY WITH GRACE

- **Initial Deployment**
  - Place Grace in one or two IVR branches / Portals. Start with subset of calls/chats (e.g. Norgespris, high energy price). Scale up with confidence.
  - Validates performance, builds confidence, and demonstrates value in a controlled way
- **Expanded Coverage**
  - After proven success, Grace expands in branch coverage & scope (e.g. billing inquiries, outage reporting, account services, ...)
  - Grace usually handles at this stage 30–50% of customer interactions, becoming integral to daily operations.
- **Full Frontline Adoption**
  - Grace is the primary digital first contact across all inbound channels Voice, SMS, Email, Web & Chat.
  - Grace at this stage handles about 60–80% of all inquiries, most of them instantly, CSRs focus on complex cases or escalated by Grace.
- **Specialized AI Agents in Evolution**
  - As Grace matures, the role of human the CSR shifts to overseeing the performance of Grace.
  - Specialized Hansen AI Agents are domain expert in their assigned area. Forms domain specific knowledge base for human CSR.
  - Grace manages frontline conversations, and specialized AI Agents perform back-office tasks with deep system knowledge and integration
  - Humans oversee, manage exceptions, and ensure system alignment.



# SOLUTION OVERVIEW



## Structured Instructions

Each “thought” serves as a directive that:

- Guides the Virtual Agent in handling specific customer queries or scenarios
- Triggers functions to perform tasks, retrieve data, or make decisions
- Manages conversation flow, ensuring seamless interaction with external systems

## Structured Flow

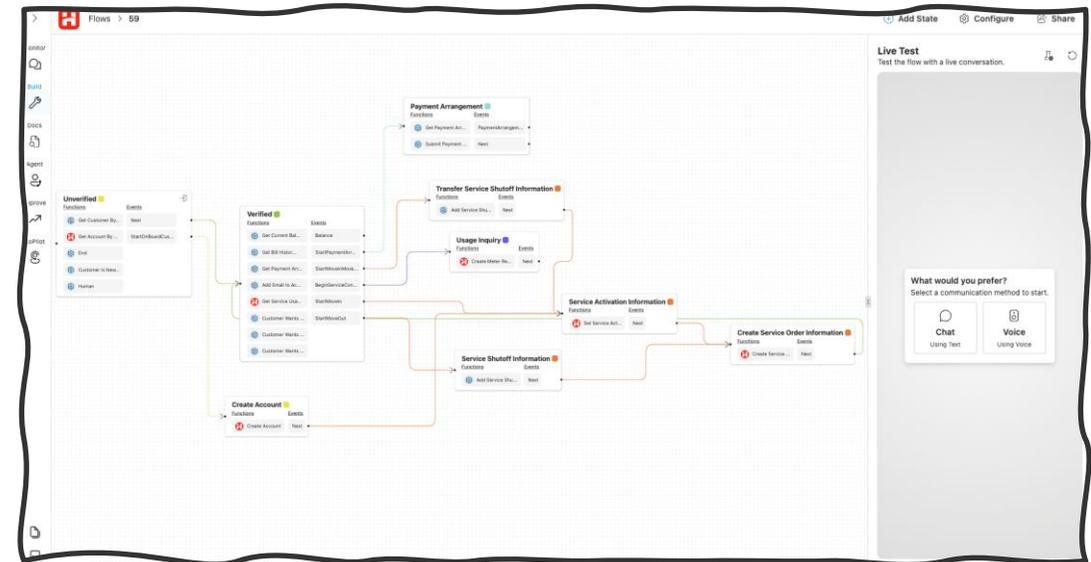
- A well-defined sequence of states and transitions guides the conversation between the Virtual Agent and the customer

## Logic and Response Management:

- Establishes the logic and structure of interactions
- Ensures VA provides appropriate responses based on customer input

## Customized Workflow Builder:

- An interface to create, maintain and test AI agent workflows

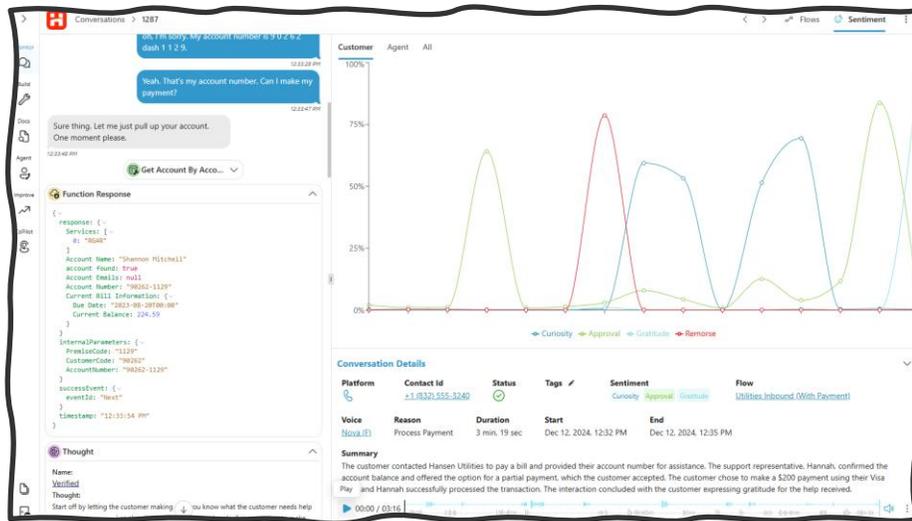


# SOLUTION OVERVIEW



## Conversations

- Comprehensive view of all interactions between Virtual Agent & customers
- Includes detailed information: platform, status, duration, and flagged issues
- Helps identify interactions requiring further review or referral to a supervisor/human agent using sentiment analysis and other triggers



## Live View

- Real-time monitoring and management of ongoing customer interactions
- Enables immediate intervention to maintain high service levels
- Features include live transfers and AI coaching through “thought injection”

## Reporting

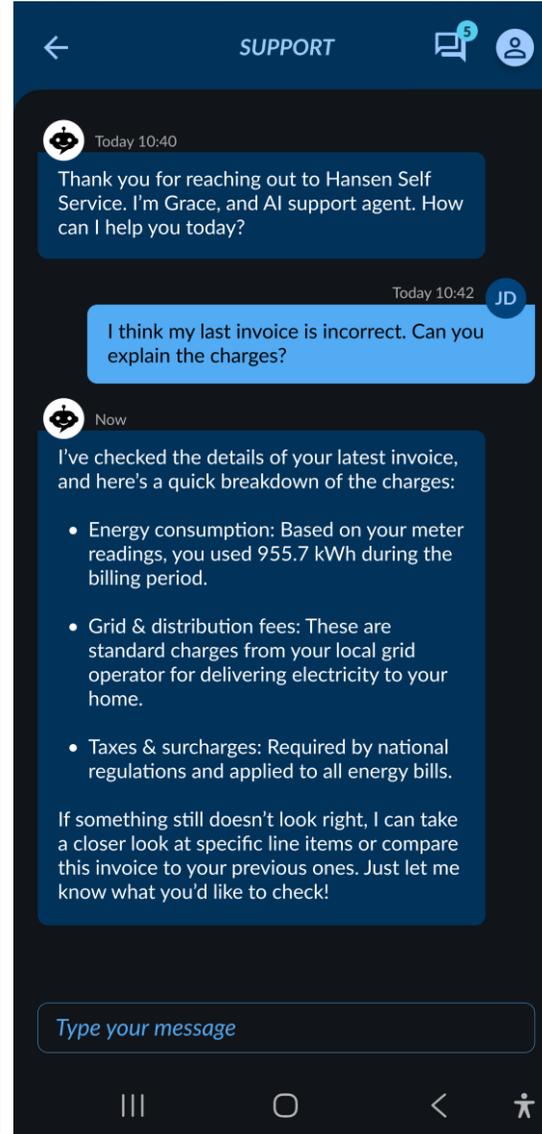
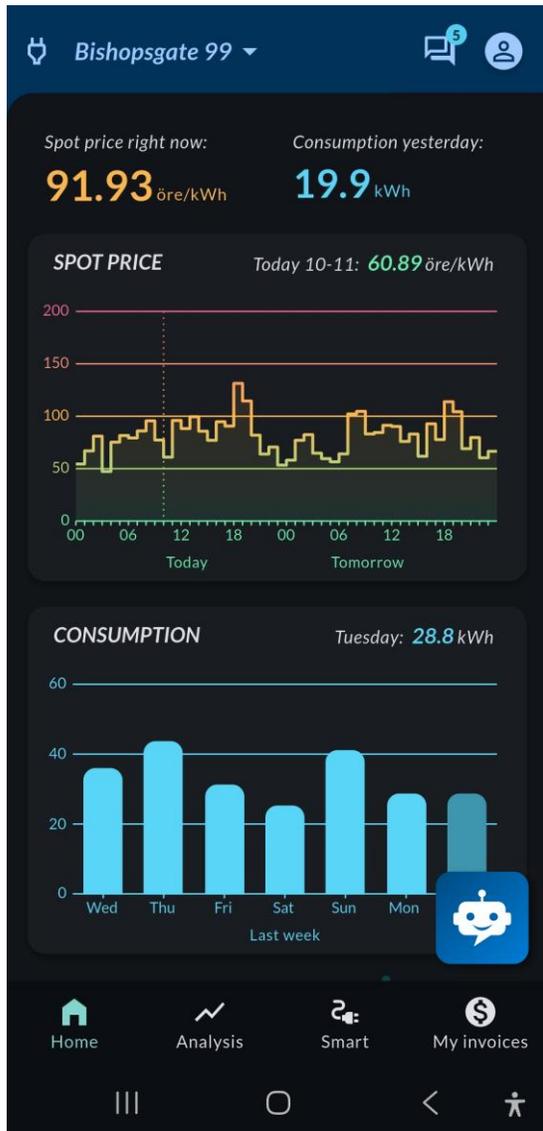
- Overview of key metrics and visualisations for customer interactions with Grace
- Includes insights on conversation volume, average length, platform usage, statuses, and flagged issues



# AI-POWERED HANSEN CIS

Hansen CIS state of the art Customer information, Care & Billing SaaS Software for Energy & Utilities

# GRACE AS CHAT ON SELFSERVICE



Billing and Payments:



Usage and Consumption:



Customer Management:



Service Requests:



Questions:

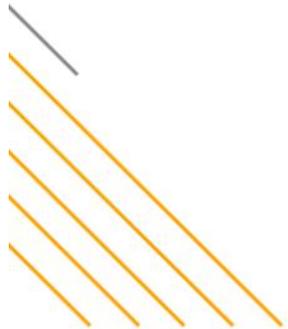
# GRACE AS CSR COPILOT



What do you want to do...?

The dashboard features a grid of application tiles. Each tile has a colored header with an icon, a title, a brief description, and a footer with an information icon and a settings icon. The tiles are: 

- EIWin** (Blue header, white icon): EIWin Application
- Customer Care** (Purple header, white icon of two people): Manage customers, leads, cases and sales
- eDesigner** (Red header, white icon of a pen): Pdf document design and content management
- Campaign Admin** (Cyan header, white icon of a megaphone): Campaign, product, price, sales text and survey management
- Lead Management** (Blue header, white icon of a funnel with people): List, import, call list, holdback winback
- Product Sales** (Green header, white icon of a hand holding a bar chart): Product and add-on sales



# AGENT DASHBOARD



Hansen AI – Selfservice Agent

- HansenCIS SERVICES
- Customer Care
  - Home Page
  - Agent Dashboard **NEW**
  - Smart Queue **NEW**
  - Hansen AI **NEW**
  - Calendar
  - Customer 360
- NEW Product Sales
  - Start new Product Sales
  - Product Sales
  - Product
  - Customer
  - Delivery Points
  - Seminars
- Product Sales Business
  - Product Sales
- Sales Dashboard
  - Sales Dashboard
- Resources
  - + Create New

## Agent Dashboard

Welcome back, John Agent

Here's your performance overview and case insights for today

Active - 6.5h today

Cases Assigned <b>24</b>	Cases Resolved <b>18</b>	Avg Resolution Time <b>2.3 hours</b>	Customer Rating <b>4.7/5</b>
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### Today's Goals

Resolve 8 cases	6/8
Maintain SLA compliance	95/90
Customer satisfaction	4.8/4.5

### Recent Activity

- #12345 **resolved**  
ABC Corp - Billing Inquiry  
10 mins ago
- #12346 **in-progress**  
John Smith - Service Request  
25 mins ago
- #12347 **waiting**  
Tech Solutions - Technical Issue  
1 hour ago
- #12348 **resolved**  
City Hall - Meter Reading  
2 hours ago

### Case Insights & AI Recommendations

Active case analysis for Case #12354

**Case #12354**  
City Medical Center - Power Quality Issue

Frequent power fluctuations causing equipment malfunctions in the ICU department.

SLA: 2 hours    Created: 2024-01-15

AI Confidence: 87%

**in-progress** **high**

Personal Agent dashboard showing

- metrics,
- workload,
- performance,
- AI-powered case insights.

# SMART CASE MANAGEMENT



**HansenCIS SERVICES**

- Customer Care
  - Home Page
  - Agent Dashboard **NEW**
  - Smart Queue** **NEW**
  - Hansen AI **NEW**
  - Calendar
  - Customer 360
- NEW Product Sales
  - Start new Product Sales
  - Product Sales
  - Product
  - Customer
  - Delivery Points
  - Seminars
- Product Sales Business
  - Product Sales
- Sales Dashboard
  - Sales Dashboard
- Resources
  - + Create New

## Smart Queue

### Smart Queue

AI-powered case prioritization based on urgency, impact, and customer tier

Queue Optimization: 94%

- Critical Cases** 1
- High Priority** 2
- SLA Risk** 2
- Premium Customers** 1

Filter by priority: **All** Critical High Medium

- #12350** **critical** **premium** Score: 95  
**Metro Hospital** Power Outage  
Smart Insights: Multiple customers affected, Hospital critical infrastructure, SLA breach risk  
SLA: 30 mins, Est: 45 mins, Similar cases: 3  
[Take Case](#) [View Details](#)
- #12351** **high** **business** Score: 78  
**Downtown Mall** Billing Dispute  
Smart Insights: High-value customer, Recurring billing pattern, Escalation risk  
SLA: 2 hours, Est: 1.5 hours, Similar cases: 7  
[Take Case](#) [View Details](#)
- #12352** **medium** **standard** Score: 62  
**Sarah Johnson** Service Request  
Smart Insights: First-time issue, Standard resolution path  
SLA: 4 hours, Est: 2 hours, Similar cases: 12  
[Take Case](#) [View Details](#)

Smart queue - Case Prioritization on

- customer tier, domain area
- SLA
- urgency
- AI-powered customer sentiment



**THANK YOU!**

# HANSEN'S AI AGENT DEMONSTRATION

→ FOR A DEMO PLEASE CONTACT YOUR  
HANSEN ACCOUNT MANAGER



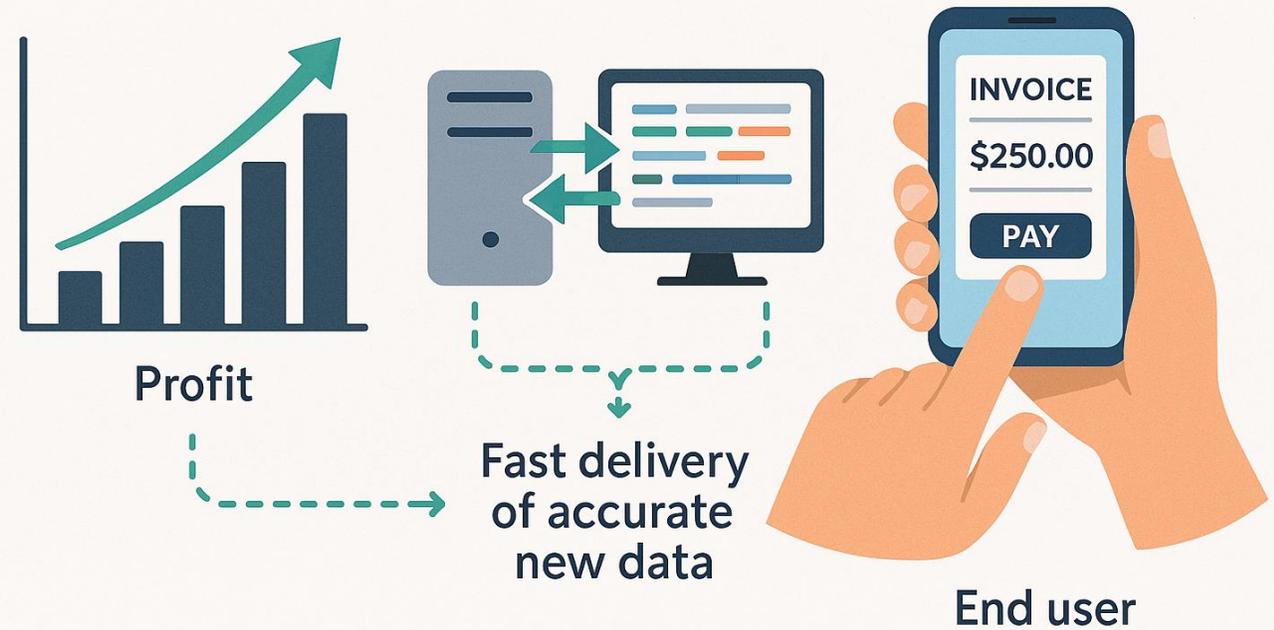
# BENEFIT WITH AUTOMATED REAL-TIME RATING

Tiina Tarum, Product Owner, Hansen

# AGENDA

- Fundamentals of real time rating
  - Demand
  - Execution
- What are the benefits?
  - Benefits for different stakeholders

## REAL-TIME RATING FOR INVOICING



# 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 grid owners (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)

**NORD  
POOL**

## 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.



Visualization of rated values to the CSR.  
Visualization of financial debt for analysis (dashboards)

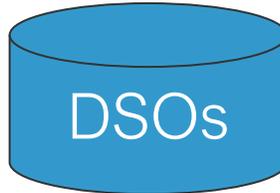
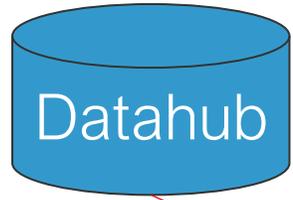
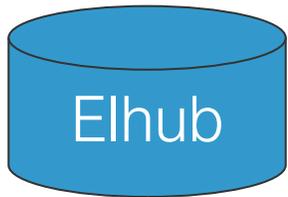
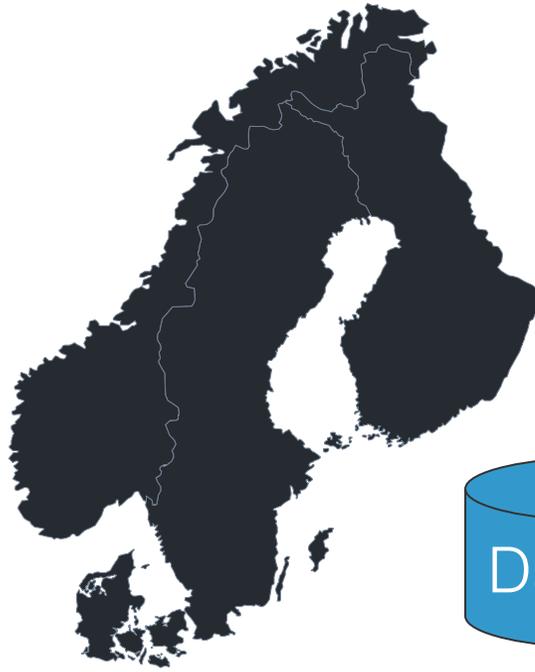


Financial Report Data Extraction service

**ACCOUNTING SYSTEM**

# REAL TIME RATING (INCREMENTAL BILLING) REQUIRES VALUES IN REAL TIME

NOR 15 min measurement values producers and high voltage customers:  
1 hour measurement values for others: Sent every day, the day after consumption



FIN Customers having Aidon meters provide values to MDM ME already so that at 8:07 AM we have the 8AM value. and around 8:20AM we have the 8:15 value.

FIN After 1.1.2026 the hub should get values from DSO's every 2-6 hours. This means that at 8 AM you would at least have data from 2AM, but most likely also data from 2-4AM. and in some cases even data from 4-8AM.

FIN Datahub 2.5 Every 4 hours delivery of 15 min measurement values to Datahub. Datahub recommends 12 or 8 times a day of delivery of the values to Datahub. RTL should have the same values directly

SWE 15 min values. Sent every day, the day after consumption

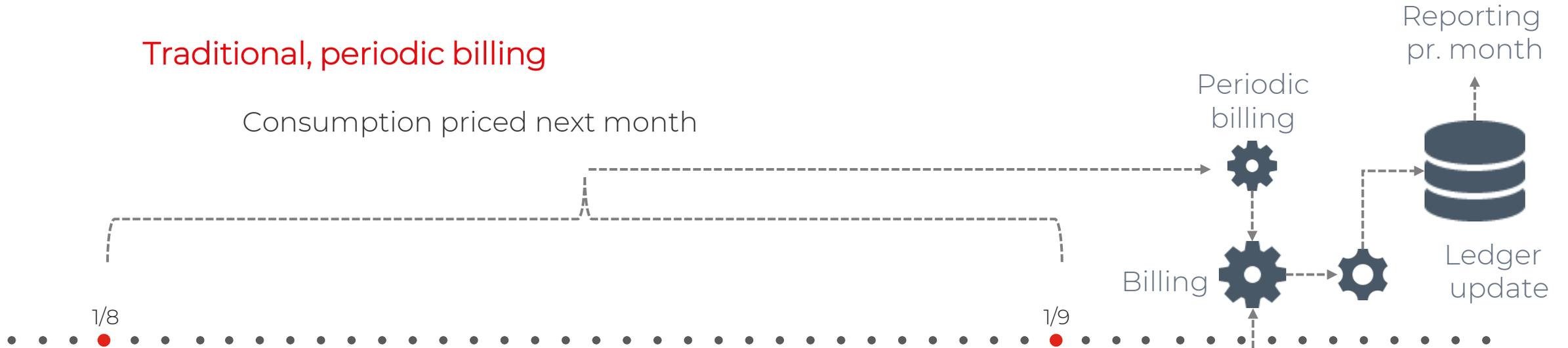
15 min prices sent every day, daily for the next day  
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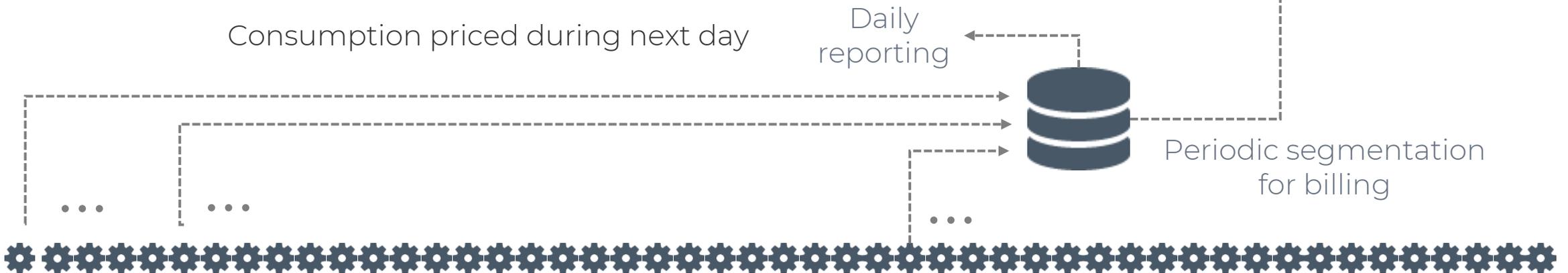
**NORD  
POOL**

# FUNDAMENTALS: REAL TIME RATING

## Traditional, periodic billing



Consumption priced during next day



## Daily billing

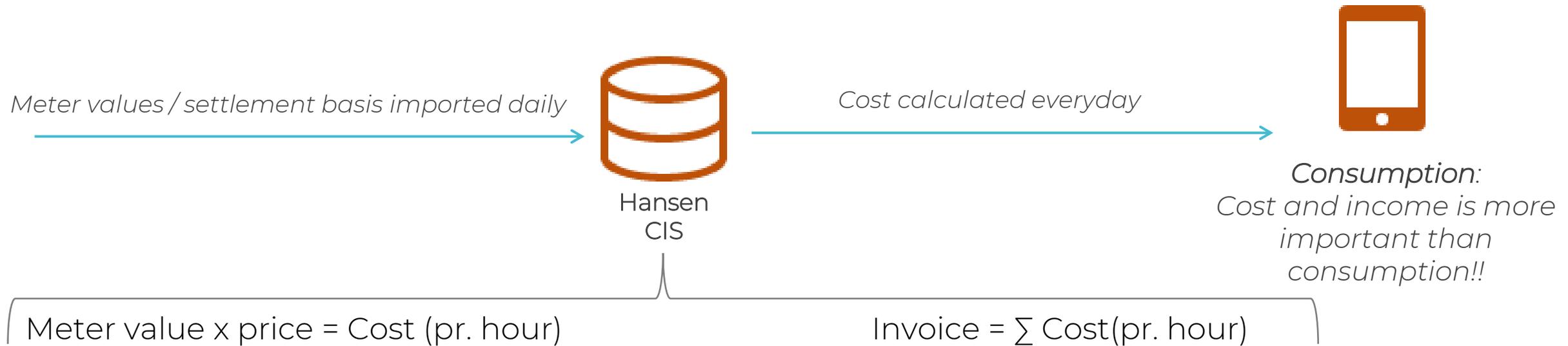
# WHAT DO WE ACHIEVE?

Possibilities for the energy customer:

- *Better tools to reduce cost*
- *Costs presented daily*
- *Almost real-time prognosis*
- *Flexible invoicing periods*

For retails and DSOs:

- *Complete sales overview pr. hour*
- *More frequent invoicing*
- *Shorter credit time*
- *Less financial risk*



# EXAMPLE USE CASES

- Consumer (your customer)
  - Almost real time consumption data and then every day updating invoice data
    - Gives them idea what to expect in invoicing this period (1-3 months)
    - Alarms can be set for different things (Peaks, consumption or invoicing total)
    - Predictions can be set what would be expected value (Consumption or invoicing total etc)
- Our Customer (you)
  - Reliable data every day for the debt of services
    - You can make timely business decisions and monitor debt more accurately
  - Good service for your customers and know what to offer best / next
    - Make it easier for your customers to plan their consumption
      - Avoid peak times and cost for exceeding peak limits
      - Charging batteries, heat pumps, Heat water, Sauna etc
  - Financial support for other systems
    - ERP or other financial systems (i.e. accruals, margin)

# RATING FIRST VERSION SCOPE

- First version of rating will have a focus of delivering as many as possible product combinations
  - Focus will be fixed fee & spot price (both consumption & production)
  - Less used products are out of scope and focus is on quality of the product
- The Invoicing process will stay the same until the second version
- End customer cost view can be quite complete in an early step, including additional services
- Rating can provide accrued revenue to ERP on daily basis

## Realtime rating



## Realtime rating



**NEXUS architecture implementation - Backend for frontend**



# UNLOCKING RESIDENTIAL FLEXIBILITY

Kakin Tsoi, Business Development C2B Flex, Hansen

# HANSEN SOLUTIONS TO ENABLE FLEX

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



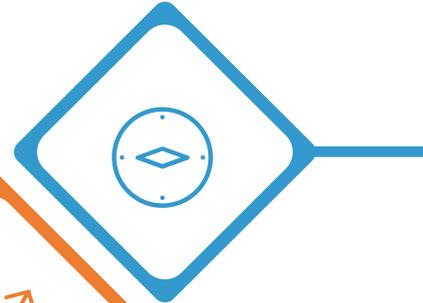
## Hansen CIS

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



## Hansen MDM

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



**Hansen EDM for BRPs**  
Real-time calculations for group balance and feeding the imbalance for automated trading



## Hansen TRADE

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



# RESIDENTIAL VPP SOLUTION PARTNER MODEL

## VPP Solution as a Service

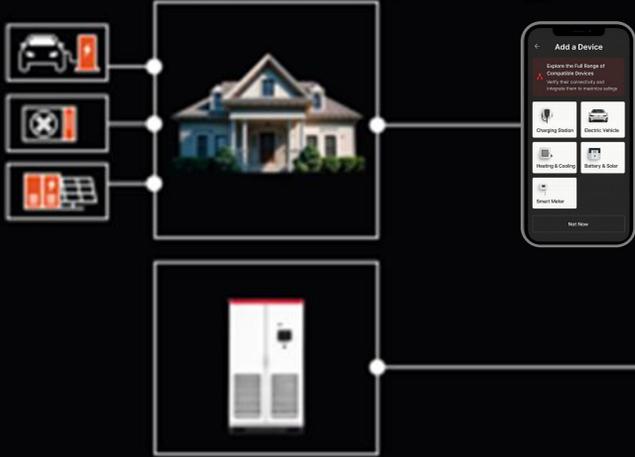
- Best of breed, AI-powered
- Battle tested, Production proven
- Turn-key, all device support, whole home optimization &
- Virtual battery (of aggregated residential devices) ready for Hansen Trade Multi-Market-Optimization (BESS, Solar, e-Heating/Cooling)



# WORLD CLASS FLEX SOLUTION SETUP

1

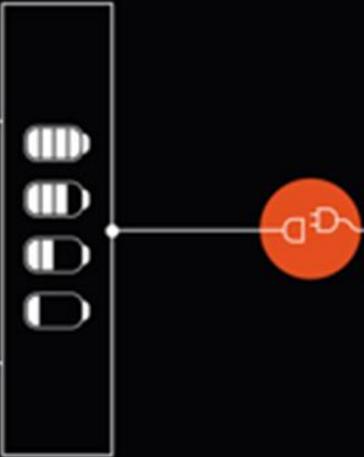
Behind-the-meter savings, instantly



VPP Solution Partner

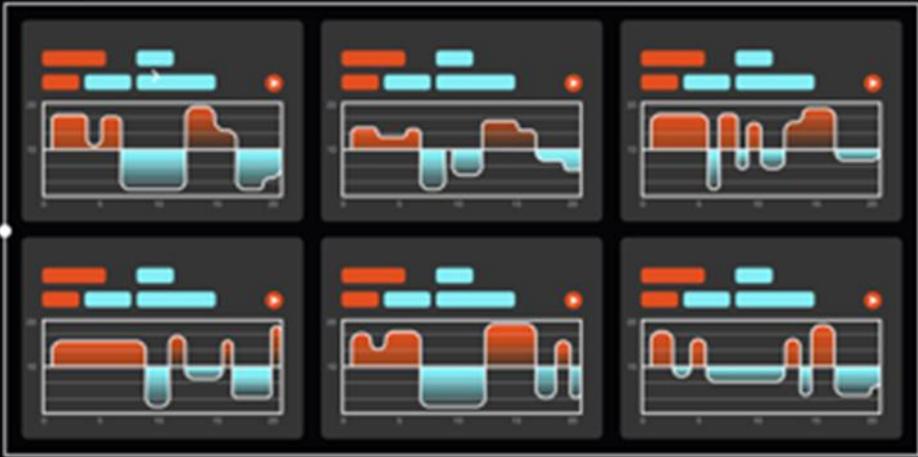
2

Aggregated virtual battery



3

Ready for Multi-Market Optimization trading

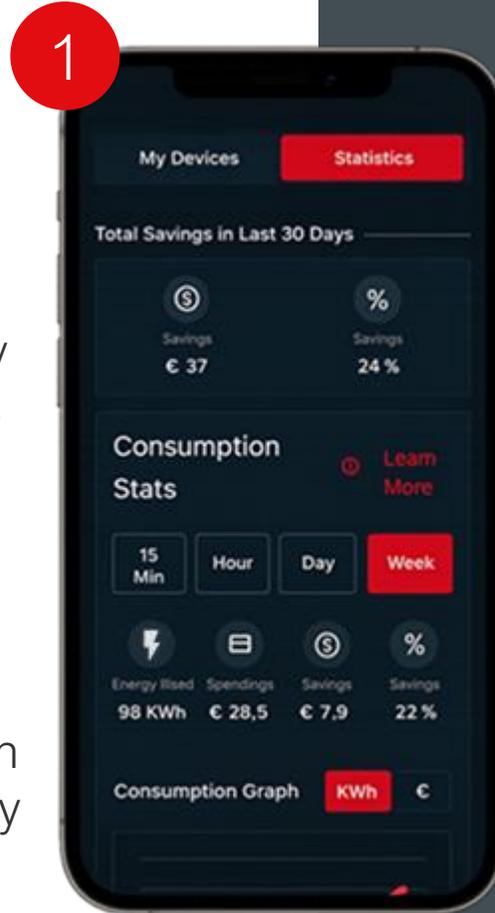


HansenTrade

# EMPOWERING UTILITIES TO ACT NOW

## Hansen & VPP Partner: Consumer Flex as a Service

- Behind-the-meter Savings with Whole-Home-Optimization of Energy on Spot Price and Demand Charges
- Turn-key in Hansen CIS APP, integrated with Customer Care for "billing" Flex rewards
- In-front-of-meter Revenue generation by trading Aggregated Virtual Battery in Hansen Trade Multi-Market-Optimization



Hansen CIS  
White-label APP

© HANSEN

Instant Savings  
Less churn

Virtual Battery  
Higher loyalty

2

VPP Partner

AI-Powered  
energy SPO &  
DCO savings

Smart Insights

3

HansenTrade

Uncover new  
revenue on  
whole-sale &  
ancillary markets

HANSEN

# FLEX AS A SERVICE – THE JOURNEY

## Instant behind-the-meter savings for the Consumer (Self-Service)

- Onboard device(s) and start behind the meter optimization savings while keeping comfort;
- Get effortless whole-home-optimization (SPO & DCO\*\*)
- Get smart energy insights

## Better customers & engagement for the Retailer

- Keep & attract the best end-customers (with HVAC, EV, PV/BESS)
- Increase customer engagement and lower churn

## Front-of-meter value back for increased loyalty

- Allow customers to participate in your Flex program, they set their flexibility limits
- Generate trading revenue with Hansen Trade Multi-Market Optimization
- Provide incentive/credits back to increase customer loyalty

\*\*SPO = Spot Price Optimization, DCO = Demand Charge Optimization by reducing Peak Power

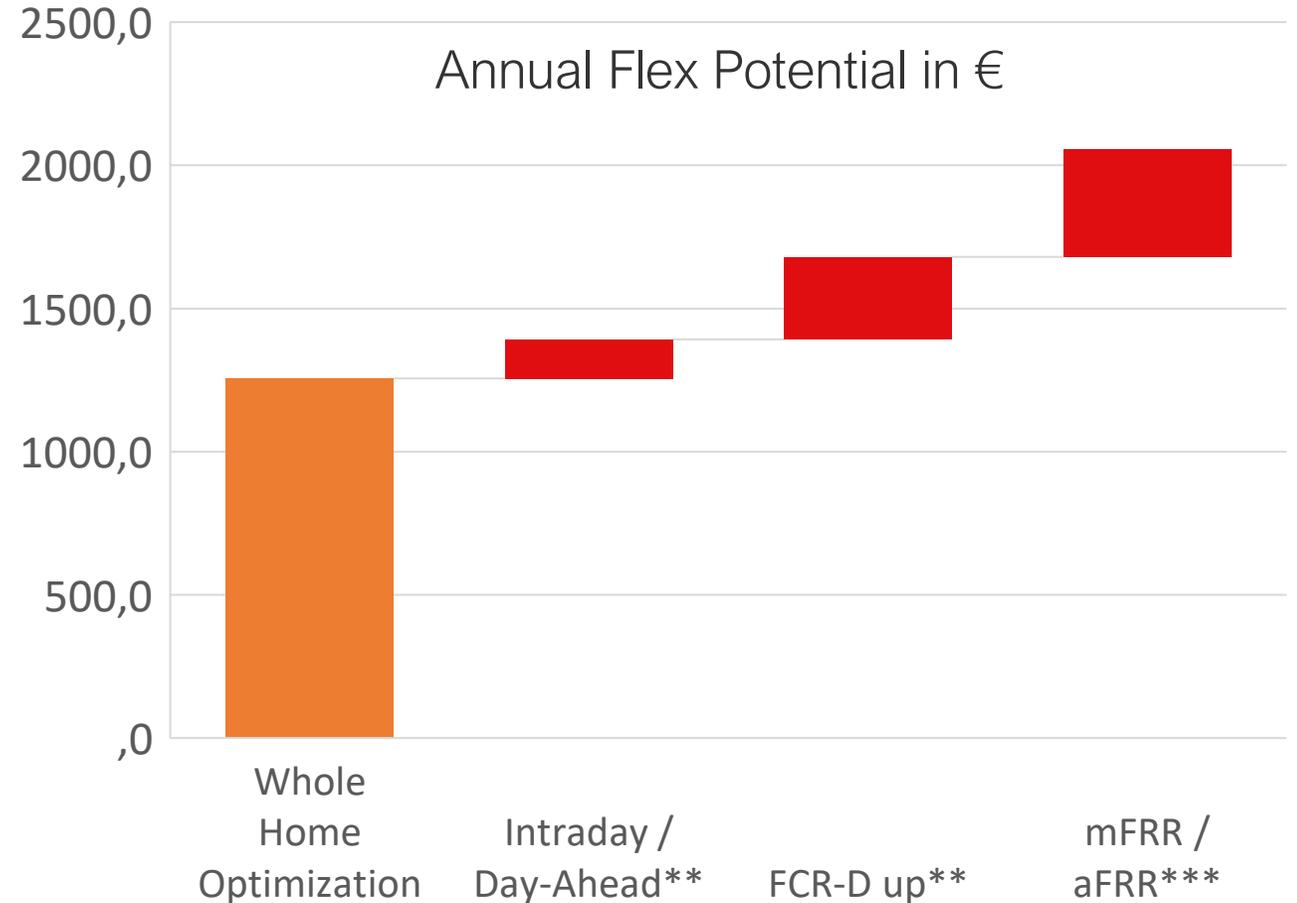
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 HANSEN

# STACKING RESIDENTIAL FLEX VALUE

- **Behind-the-meter Flex savings** maximized with whole home optimization
- with spot price (SPO) and demand charge optimization (DCO)
- captures ~60% of the total flex value
- **Front-of-meter Flex revenue** by plugging Virtual Battery in Hansen Trade Multi-Market-Optimization
- delivers ~40+% of the total flex value
- Flex rewards back for increased loyalty



\*\* based on 7kW Charging / 11kW HVAC – BRP use case data during 2024-2025 in SE4 bidding area

\*\*\* Additional multi-market trading potential ancillary services besides FCR, ID/DA based on 15% availability of 14kW Battery



**THANK YOU!**

# TOWARDS COMMON GOALS

Thomas Bejar, VP Customer Services, Hansen

# WHAT IS CUSTOMER SUCCESS

- Key to success is to make sure that we together with you can solve the business processes and challenges with Hansen's products
  - Focus is to understand the how and why you as a customer uses our tools (proactive, consultative and strategic)
  - Understand how we can be a strategic partner and develop the road ahead together
  - Customer success should drive business for both companies
- The goal is to have loyal customers, measured by
  - High Lifetime Value for the customer
  - Fulfilment of agreed SLAs
  - NPS



## ROLE OF CUSTOMER SUCCESS MANAGER

- Build and maintain long term customer relationship
  - Start-up, Secure smooth onboarding
  - Operational, Be the voice of the customer within Hansen, secure clear priority for delivery team and be the first point of escalation for the customer.
  - Tactical, secure customer contracts renewals and manage risks
  - Strategic, be a trusted adviser
- Own the customer engagement
  - Share best practices
  - Identify customer needs
- Lead service reviews internally and with customers
- Co-ordinate cross-functional issues and communication with customer (not responsible for managing and solving of incidents)



**THANK YOU!**