Data Driven and Future Proof Infrastructure

Agnes Roos
CIO @Eesti Energia/Enefit
Established in 1939

5500 employees

2.500 million EUR investment during the last 10 years

Group's net profit in 2018: 106 million EUR

Sales revenues of the group in 2018: 875 million EUR

Customer Services

Renewable Energy

Large Scale Energy

Network Services
We build easy and smart energy solutions that enable people and enterprises to consume and produce energy responsibly. This is how we contribute to a cleaner future for us all.
Pilt elektrikatkestusest
OUR SUCCESS – SMART METERS
We have the base structure (the first floors)

The foundation (regulations)

Next steps

House of digitalization

Investment planning

Network management

On-line customer services

Smart grid

Client services

Big data

Data HUB

Smart meters

Regulations
Countrywide installation of smart meters

2010
- Start

2011
- Procurement
- Contract with Partner
- Piloting

2012
- 167 500 SM

2013
- 352 500 SM
- Analytics platform

2014
- 525 000 SM

2015
- 625 000 SM
- Installation completed

2016
- Uninterrupted test run
- and Final acceptance

2017
- Cyber
- Security audit

100% Smart Metering is the core pillar for next stage in digitalization – 15m hourly based consumption data - big data opportunities
BUSINESS CASE

100M investments to smart meters

Reduced network losses 5.7% → 4.1%

Client satisfaction has doubled

More than twice less calls to call centre

Improved grid planning & investments
VALUE FOR THE CLIENT
VALUE FOR THE CLIENT

Automatically forwarded consumption data

Notifications in case of interruptions

Useful app for our clients
Consumption information

Price updates for the next day
**SCADA**
- 255 different event signals
  - 72,000 events each day
  - 12 GB of data per year
- 60 parameters measured
  - 100-200 GB data per year
  - In total 1.2 TB of data collected

**Inspection evaluation**
- >150,000 defects per year

**Balance metering  Customer metering**
- Consumption metering
  - 15 million of hourly series of consumption data
- 225 different event signals
  - 2.7 GB of event data each day
- Ability to ping online measurements \((U, I)\)

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**HV/MV**

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**LV**
TO SUMMARIZE...
100% meters + smart metering
Reduced Network losses 5.7% -> 4.1%
Client satisfaction has doubled

>94% of our clients are served online e-service, mobile app, smart metering

100% of our clients receive by sms the information about faults and recovery time

>90% of all invoices are sent/received digitally E-mail; sms; online self-service

>95% of all electricity contracts are signed or prolonged digitally
Online self-service; e-mail

>89% increase of active mobile app users in 2018
THANK YOU!