

Data Driven and Future Proof Infrastructure

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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**





ENEFIT'S AMBITION



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.









OUR SUCCESS – SMART METERS

Investment planning

Network management

On-line customer services

Smart grid

Client services

Big data

Data HUB

Smart meters

House
of digitalization

Regulations

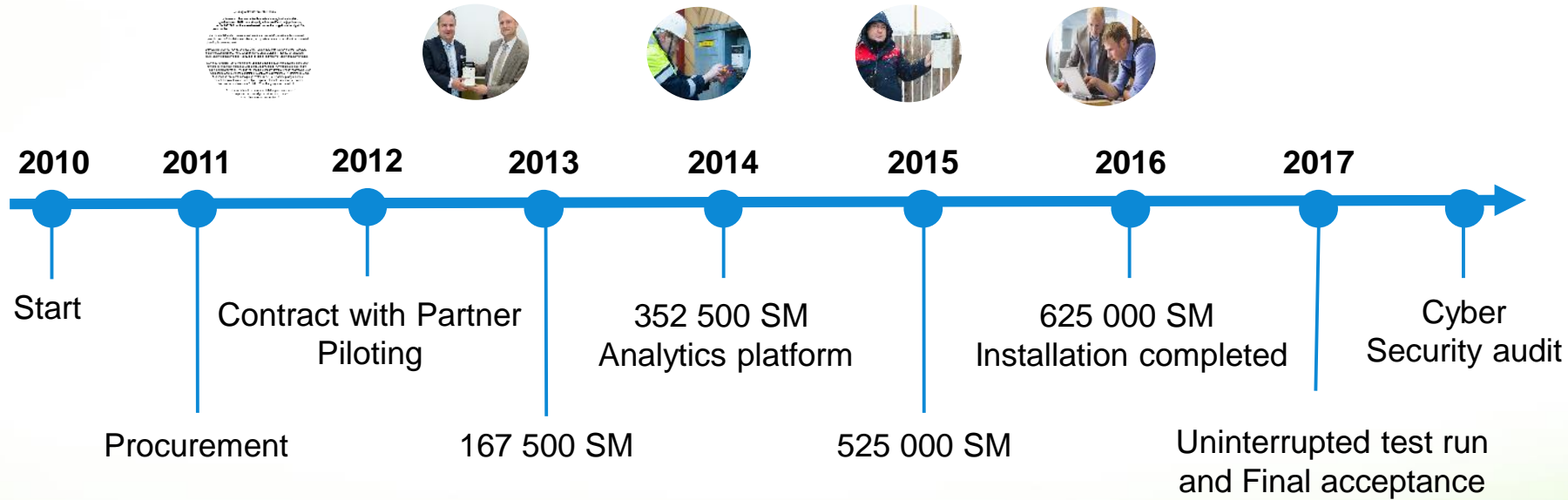


Next steps

We have the base structure
(the first floors)

The foundation
(regulations)

Countrywide installation of smart meters



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

A hand in a suit sleeve is shown from the bottom, palm up, holding a glowing blue network of interconnected icons. The icons include a group of people, a padlock, a person, a location pin, a gear, a speech bubble, a cloud, a star, a document, and a location pin. The background is a blurred image of a modern building with large windows, with a warm orange glow on the right side.

BUSINESS CASE

BUSINESS CASE

**100M investments
to smart meters**

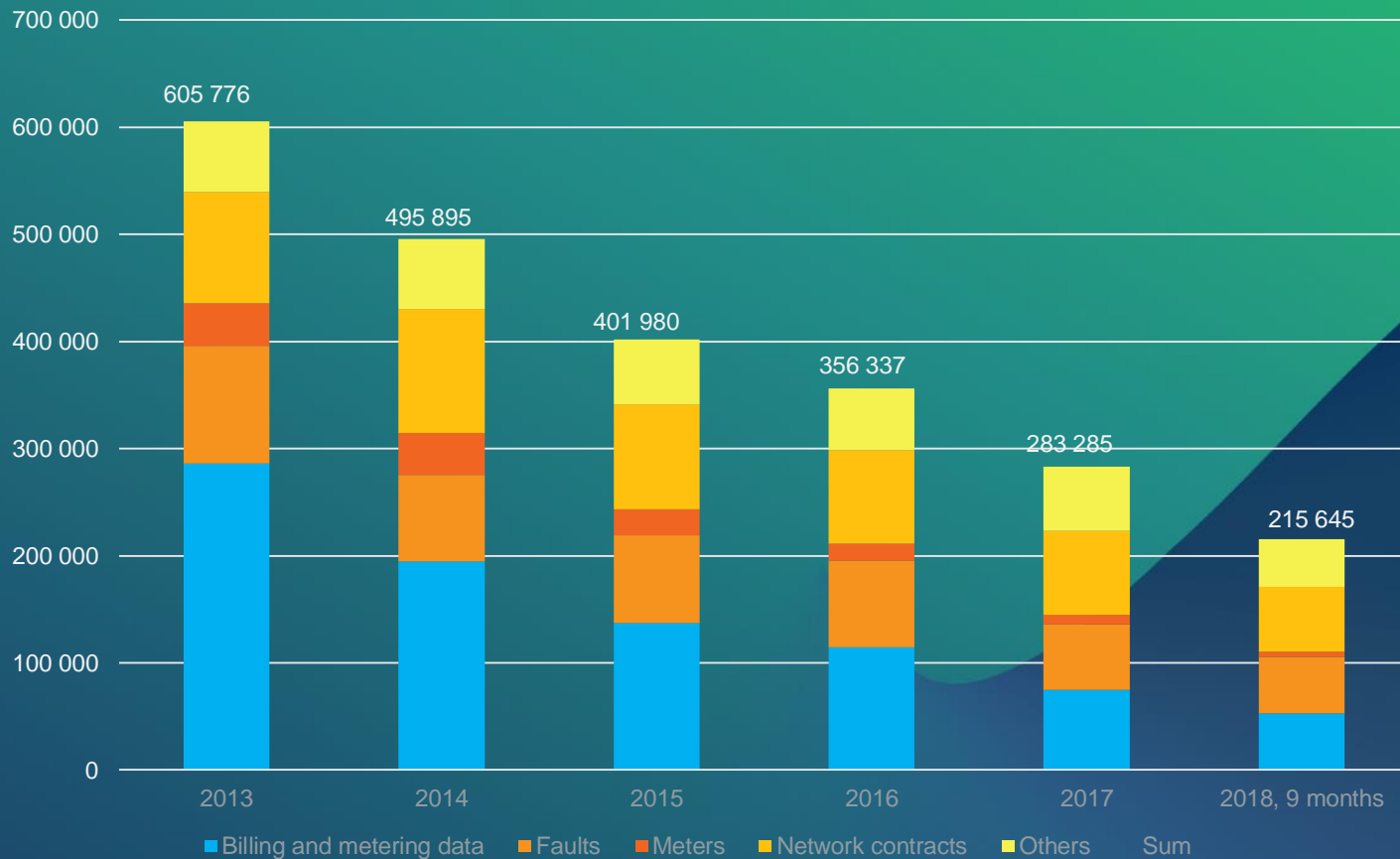
**Reduced network losses
5.7% -> 4.1%**

**Client satisfaction
has doubled**

**More than twice less calls
to call centre**

**Improved grid planning
& investments**

Customer contacts decrease





**VALUE FOR THE
CLIENT**

A background image showing a group of people, primarily young adults, sitting and using their smartphones. The image is slightly blurred, focusing on the hands and devices. A solid green horizontal bar is at the top of the page.

VALUE FOR THE CLIENT

Automatically forwarded
consumption data

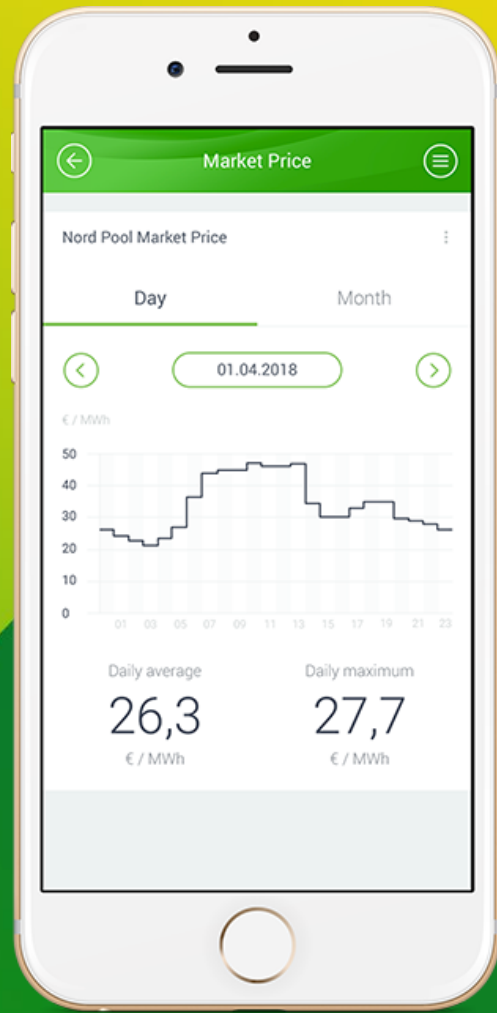
Notifications in case of
interruptions

Useful app for our clients

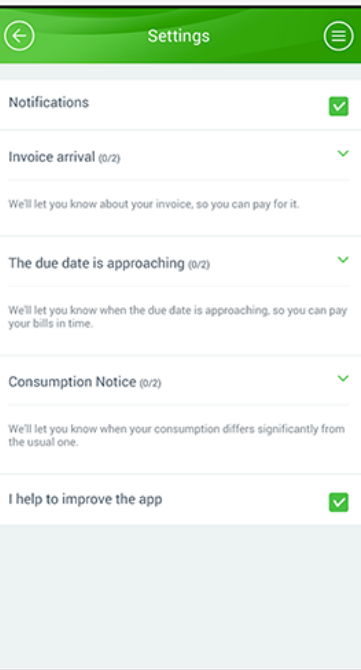
Consumption information



Price updates
for
the next day

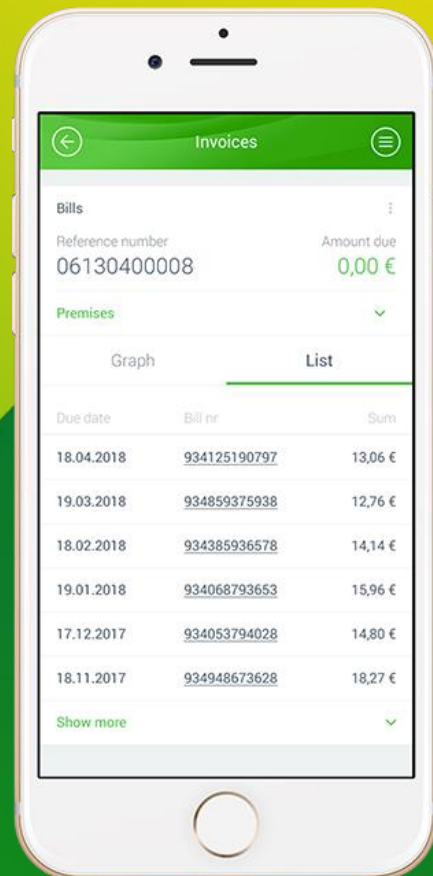


Electricity contract information



Price alarms

Billing information & payments





HV/MV

LV

SCADA

- 255 different event signals
72 000 events each day
12 GB of data per year
- 60 parameters measured
100-200GB data per year
In total 1,2TB of data collected

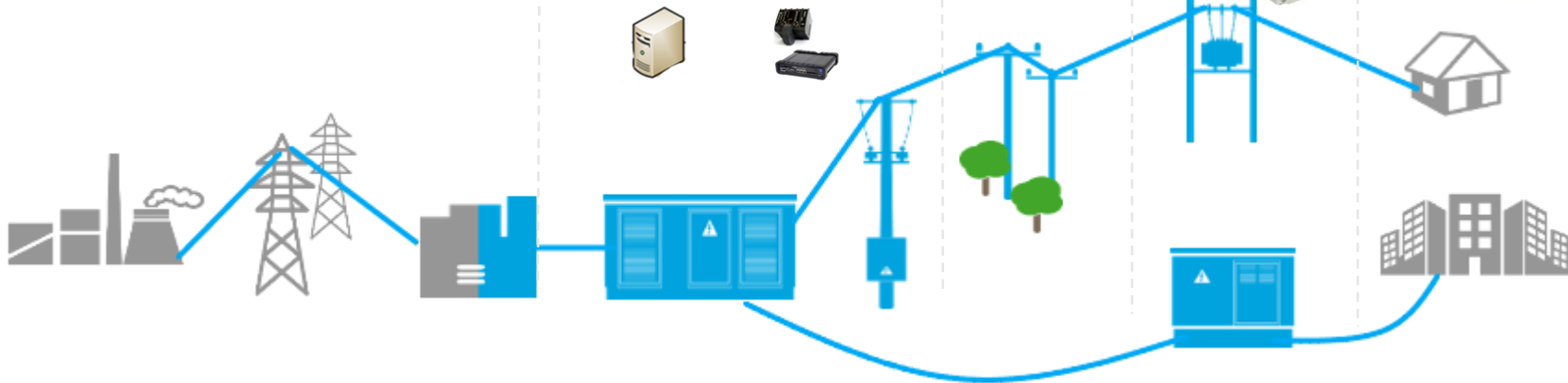
Inspection evaluation

>150 000
defects per
year



Balance metering Customer metering

- Consumption metering
15 million of hourly series of consumption data
- 225 different event signals
2,7GB of event data each day
- Ability to ping online measurements (U, I)



DEMO

Mait Rahi

Business Project Manager





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!



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