

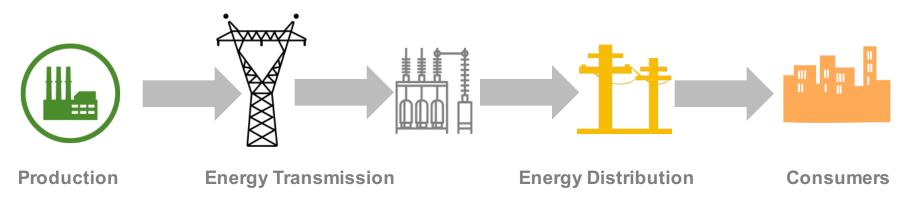
Utilities are extending their offerings by providing products & services for building energy retrofit and management

Frank Hajdinjak, CEO - E.ON ROMANIA



## Utilities have largely delivered on the core purpose of the energy value chain

### Utilities provide safe, reliable and low-cost energy



### **SITUATION**

- Fundamental changes around the world
- Increasing consumers' expectations
- Transforming marketplaces

#### COMPLICATION

- Industries convergence
- Shift toward renewables and distributed generation
- Energy performance requirements
- Increasingly interconnected consumers

### SOLUTION

- Beyond-the-meter services and products
- Convenience oriented new value propositions (set-andforget)
- Energy efficiency solutions
- Entertaining energy experience



## Interest in energy-related products and services has significantly increased over the past years

% of consumers interested if offered by their energy provider	2015		2014
Products and materials to make simple improvements to your home in order to save electricity (e.g., weather stripping, compact fluorescent lightbulbs)  66%	1	10pts	56%
Home energy generation products (e.g., solar, geothermal, wind)  62%	1	10pts	52%
Home energy audits/consultations to identify opportunities to save electricity  61%	1	6pts	55%
Natural gas and/or water 61%	<b>↑</b>	29pts	32%
Installation and/or maintenance services for home energy devices (e.g., thermostat, furnace, water heater, air conditioner, major home appliances, solar panels)  60%	1	14pts	46%
Devices or services to automate home energy management based on your preferences (e.g., remotely control and automate lighting, thermostat, and appliances)  58%	<b>↑</b>	7pts	51%
Back-up energy storage or generator (e.g., a battery, fuel cell, diesel generator) in case the power goes out  57%	<b>↑</b>	9pts	48%
Warranty and/or financing plans for home energy devices (e.g., furnace, water heater, air conditioner, major home appliances, solar panels)  56%	<b>1</b>	9pts	45%



# Approximately 48% of the global energy consumption takes place in buildings\* and we spend about 80% of our time inside buildings



- Buildings are monumentally important because soon they will become the biggest energy consumer worldwide
- Energy needed to power buildings constitutes a major part of their operating expenses
- The growing number of buildings and their energy requirements can are challenges that can be addressed by transforming them into sustainable ecosystems



## Utilities are more than a simple partner in developing and managing sustainable and smart buildings

## Trust Safety Utilities are serving a huge number of Utilities experience for serving consumers from urban but also remote communities with energy with an areas with vital services incredibly high uptime cannot be matched by anyone else **Synergies** Internal capacities and expertise for managing huge systems using the latest The ability to transform the static infrastructure in an interactive system technology for communication and based on real-time information control Innovation **Dynamism**



# Analytics, high speed innovation and strategic partnership will facilitate utilities' transition from a simple commodity provider to a services provider







Improving customer-centric decision making and business effectiveness with real-time actionable insights and analytics capabilities.

**Analytics-powerd insights** 

Fueling growth and realizing greater long term value by seizing new opportunities, empowering consumers as marketers and cocreators for the rapid development and launch of new products and services.

Innovation at high speed

Accelerating value creation by partnering with other providers and forming unconventional alliances.

Strong strategic partnerships



