



c|side

GAS CONSUMPTION

CSide, Intelligent Solutions

The Gas Consumption Application is a solution designed for service providers to engage consumers and reduce churn. Consumers expect more from their gas provider than just the bill by the end of the month. This application provides consumers with detailed insights about their consumption, enabling better understanding and a more efficient usage.

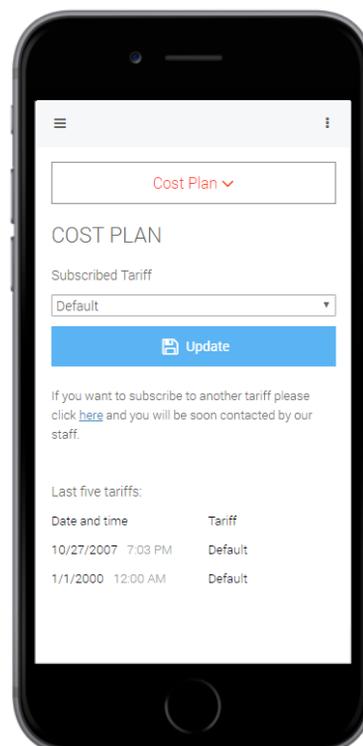
Mobile App and online interfaces include knowledgeable charts on gas consumption and personalised efficiency tips, as well as estimates of future usage. It also allows each consumer to virtually change between available tariff to see how it affects the costs from that day on.

There is also a small survey that consumers can answer so that saving recommendations and charts involving gas profiles can be more personalised, and therefore more useful.

FEATURE LIST

The following key features are included in the Gas Consumption Application:

- ✓ Consumption charts that show gas in m³ or cost that can be filtered by day, week, month or any custom interval;
- ✓ Comparison charts that show current consumption against past consumption (filtered by week and year);
- ✓ Estimated gas consumption breakdown that shows which devices use more gas;
- ✓ Trend and consumption forecast charts that show estimates of how much gas will be used in the present month;
- ✓ Gas efficiency tips that are customized according to the consumer's gas profile;
- ✓ Survey to understand the consumer's gas profile – the way gas is used and what type of devices are installed;
- ✓ Support for a progressive migration towards smart meters enabling all customers to use the application: consumers with traditional meters can insert their readings into the platform and access a multitude of services that are upgraded to premium once data is updated automatically more frequently¹;

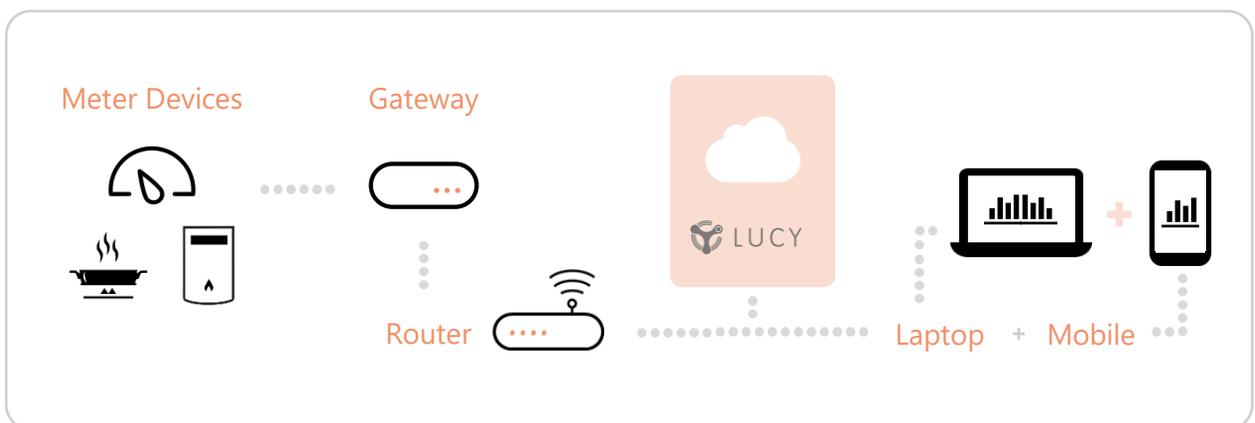


¹ Up to real-time updates of metering data is supported, depending on the type of smart meter deployed or measuring methodology used.

- ✓ Brief explanation of what 1 m³ means so that consumers are more aware of the way gas used is measured;
- ✓ Meter readings history in case readings are submitted manually through the platform;
- ✓ A Cost Plan page that shows the current tariff and lets the consumer virtually change it to compare the associated costs.

HOW DOES IT WORK?

The Gas Consumption Application applies artificial intelligence algorithms and analytics to meter readings to process consumption patterns and suggest ways to save gas. It can use readings from external databases, smart meters or manually readings inserted online by users into the platform. These values are sent to LUCY, processed and analysed, and then shown in the mobile App, online interfaces and on interactive reports that are accessible from any internet-connected device.



TECHNICAL DETAILS

DEVICES

The use of measuring devices, besides traditional gas meter readings is optional. Additional devices may include pulse readers, smart gas meters or emergency gas leakage detectors.

DATA INPUTS

Data can be inserted as an input from existing AMI infrastructure, historical billing invoices or from customer manually inserted readings.

DATA GRANULARITY

The data granularity depends on the frequency readings made, but starts at 15-min intervals.

LUCY PLATFORM

The Gas Consumption Application is built into LUCY, a reliable big data IoT software platform able to process millions of data records distributed over its several vertical solutions, with open interfaces and well documented APIs for easy integration with existing AMI, CRM or billing systems.

LUCY enables service providers to offer on a single APP and online interface, advanced management of gas, electricity and water consumption, besides complementary services as remote load automation, cloud-based video surveillance or PV management.

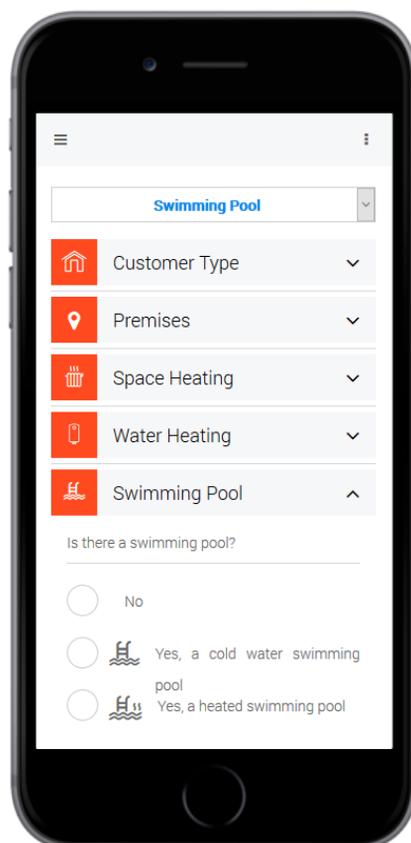
Back office maintenance and operation tools ensure adequate management of millions of metering points and subscribers, complete logging, activity track records and high availability.

BENEFITS

GAS PROVIDERS This application benefits gas service providers in several ways, for instance, the detailed analysis of how gas is consumed by thousands of customers allows specific marketing campaigns, such as pushing the usage of more efficient appliances or gas heating systems as a way for consumers to optimize their investments. This type of interaction increases user engagement and decreases churn.

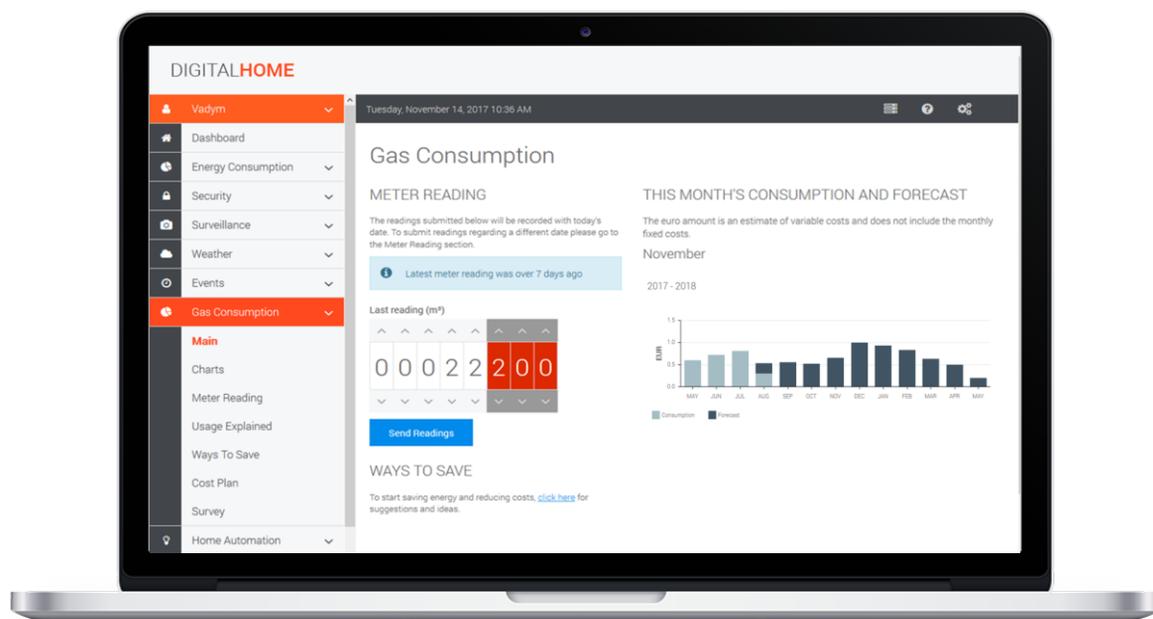
The application works with both real-time metering data and readings inserted manually into the platform, which makes it a solid product even when migration towards smart meters is under way, helping consumers to interact and understand their gas consumption.

Finally, and since the Gas Consumption Application is part of the vertical services made available by LUCY, this offer can be complemented at any time with any of the other services offered by the platform, for instance, advanced management of consumed electricity or and heating management.



CUSTOMERS There are several benefits to consumers, starting with knowing and understanding how their gas is used. Comparative charts with other alternative heating fuels, for example, enables detailed cost comparisons.

Learning which devices are consuming more gas and what daily habits should be changed to achieve more savings is the only way to be more efficient and save money.



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