

# Smart Utility Services for Power Sector

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# Introduction

- Smart utility services have revolutionized the power business by leveraging advanced technologies and data analytics.
  - Lower operating cost (Lower transmission and distribution loss)
  - Faster and smoother customer experience
  - Automation of critical parts maintenance

# Smart Utility Services & benefits

- Improved Customer service – RPA / Chat-Voice bot enabled
- Advanced metering infrastructure (AMI) & Demand response programs - resulting in reduced peak load and improved load management.
- Real-time data analytics & Internet of Things (IoT) connectivity - to optimize asset utilization and minimize downtime.
- Grid modernization and automation & Integration of renewable energy sources

# Benefits of Smart Utility Services

- Increased operational efficiency
- Improved reliability and outage management
- Enhanced customer engagement and satisfaction
- Cost savings through optimized resource allocation
- Environmental sustainability

# Potential future used cases

- Advancements in artificial intelligence and machine learning for predictive maintenance and anomaly detection.
- Integration with smart grids and smart cities for seamless energy management – net metering etc.
- Increasing adoption of electric vehicles & differential peak pricing - its impact on the power industry.
- Blockchain technology in secure and transparent energy transactions.

THANK YOU