



# Customer Database

## Database for Utilities' Web Portals

**C&I Customer Database is an API** - Application Programming Interface - for a Customer Portal, created to provide internet access of detailed energy consumption information to C&I Customers.

**Energy Regulatory Agency** regulation requires that utilities disclose clients' detailed consumption, and it is **possible to market some of this information**.

**The Automation of** this process can bring **real gains** to utilities, from **additional revenue** to **relationship improvement** with captive customers.

## Operation

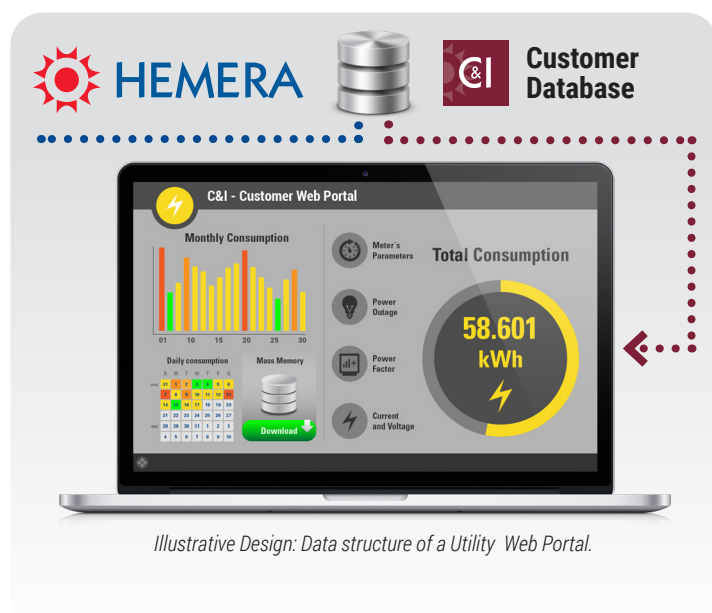
**Hemera C&I** utilities users may request the optional **C&I Customer Database**.

The *on demand* application has **independent intelligence and architecture**, which guarantee flexibility in choosing how to present this information to the Customer in the Utility own Web Portal.

## Characteristics

**C&I Customer Database** has no graphical interface and is based on information presented by **Hemera C&I** automatically and with synchronized data at a configurable frequency:

- Registration data.
- Parameters of Customers' meters.
- Electrical metering information, such as current and voltage.
- Power outage.
- Active and reactive power consumption.
- Power demand.
- Power factor.
- Mass memory.



*Illustrative Design: Data structure of a Utility Web Portal.*

## Product & Services

Database separated structure, synchronized with **Hemera C&I** module.

- Systems deployment.
- Training by CAS team.
- Remote support.

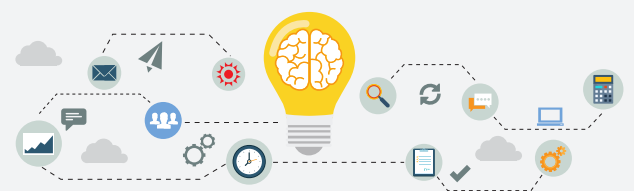
The drawing below explains Customer Database deploying process:



## Advantages for the Utility

With **C&I Customer Database**, it is possible to automate the process, keeping transparency to clients with free access to energy supply and consumption information:

- Data integrity assurance.
- High-speed information availability.
- Flexibility in presenting information to final Customer.
- Independent architecture: Guarantee of non-interference to the utility operational processes.
- Increasing profitability by providing services to final Customer - Revenue from annual systems maintenance fees.
- Improvement of the utility reputation and benefit, through greater data transparency.



## Implementation Possibilities

CAS Tecnologia offers Utilities with no Web Portal Access or Smartphones application the opportunity of development and integration **C&I Customer Database**

Possibility of implementing the **Customer Database** for **Hemera Residencial** in utilities that have low voltage clients with telemetry.