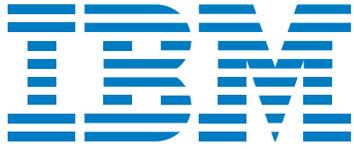




The Edison Foundation

INSTITUTE for
ELECTRIC INNOVATION

IEI Technology Partner Snapshot



IBM helps electric companies achieve competitive advantage through operations innovation, customer engagement, enterprise transformation, and new business models using a combination of advanced analytics, artificial intelligence, and our private, hybrid, and global public cloud platforms. IBM leverages deep, global electric power industry expertise to help electric companies meet 21st century energy needs.

How IBM is Partnering with Electric Companies:

CenterPoint Energy

CenterPoint Energy partnered with IBM Customer One for more intelligent interactions with customers. Using IBM solutions, CenterPoint Energy integrated multiple systems onto one platform – decreasing average call time by 30 percent and lowering costs while increasing available agent rates by 25 percent.



PPL Corporation

PPL partnered with IBM to better manage and analyze financial, operational and asset data. With IBM's data integration and analysis, PPL achieved 99 percent success in predictive analysis of customer payment behavior, identifying 5,400 additional at-risk customers and more accurately targeting infrastructure investments, while optimizing reliability, costs and customer care.

Oncor

Oncor worked with IBM to implement a Meter Data Management System to help fully deploy smart meters across its service territory, enabling individual households to reduce electrical consumption by an estimated 5 to 10 percent.



Westar Energy (now Evergy)

Westar Energy implemented IBM's Security Identity Manager and Access Management to protect its energy grid and the cyber and physical assets that govern it from unauthorized internal and external access. This helped Westar to achieve North American Electric Reliability Corporation standards for Critical Infrastructure Protection.