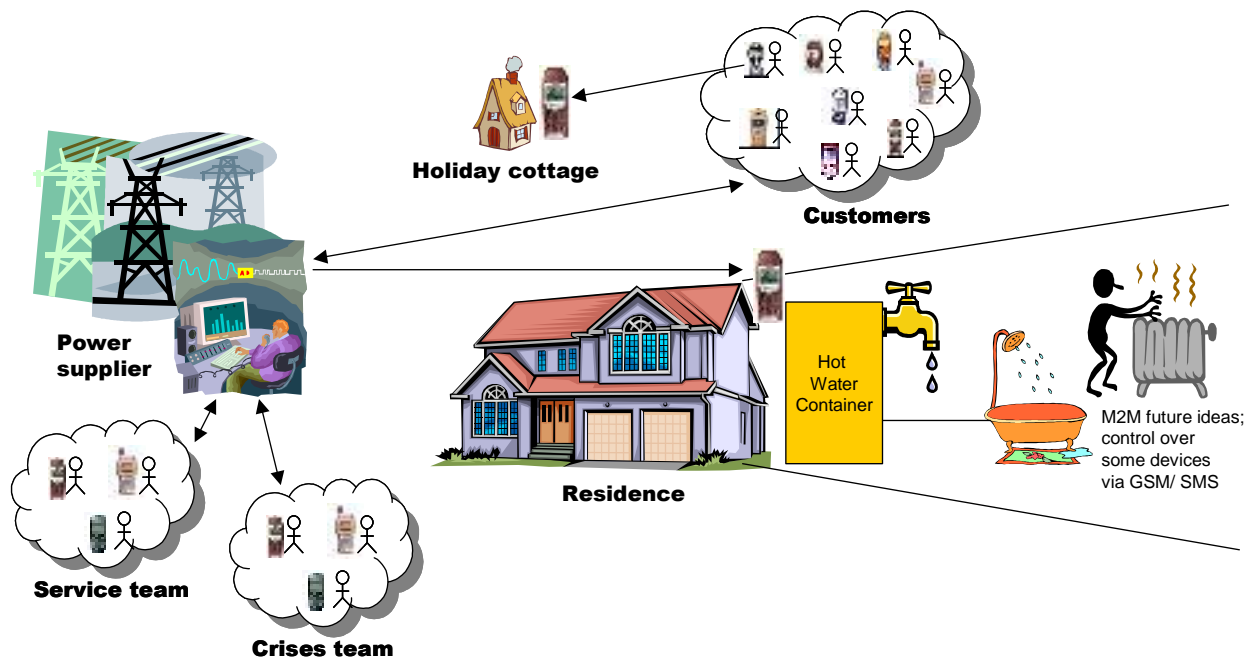


Concept type
Corporate SMS

Business Sector
Electric power

Date
May 2003

Electric power communication services



Mobile communication can be to a great benefit for the Electric Power business sector. The following services have been identified as mobile technology ready:

- The consumer can report his meter via the mobile phone (SMS)
- The power supplier can give information about power cuts or changes in the power price via the mobile phone
- The consumer can turn on the heater in his holiday cottage via the mobile phone (SMS)
- The power supplier can give the technical team information about problems in the grid or other problems. They must return a receipt once they have read the message. This gives possibilities to automate calling routines to mobile phones, and start manual calls to members of the crises team who haven't responded within a given a time limit.
- Members of the crises team may receive information on their mobile phones. They must return a receipt once they have read the message.
- To avoid critical situations on the electric grid when consumption is near the limit: Send an SMS to a group of consumers and urge them to shut down heaters and hot water containers for an hour or so. The customer should get a reward. (An amount in a mobile wallet or a deduction from the invoice)
- This is a more sophisticated concept. The customers can be invited to join the following arrangement:
 - Some of the electrical heaters and the hot water container can be equipped with GSM transmitters.
 - When necessary, the power supplier can ask a group of customers to cut the power to the heaters etc. for an hour. The customer must respond "OK" to accept this.
 - The power can then be cut to the customers who have accepted
 - The customers get a reward in their mobile wallet (or in another way).