

# Business Transformation with Linky

The G3-PLC Alliance

November 12, 2019



## The Stakes of the program

23 Octobre 2016  
**22 millions**  
Linky



Go to the end of the deployment in the respect of the announced trajectory and the standards of quality and safety



Ensure the availability and completeness of data services to customers and services for the network with all trades



Put in place a communication focused on customer benefits and concrete achievements in regions, objects of pride

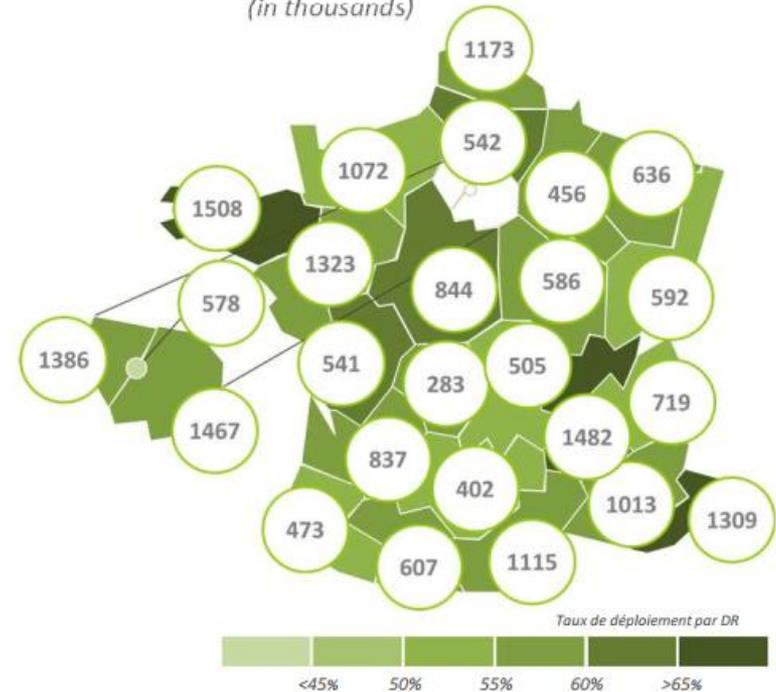


Maintain a reliable and efficient communicating counting chain to calmly prepare for the future



Make Linky the business of everyone in the company and prepare the end of the program

Counters by région Enedis  
(in thousands)



## Results in line with ambitions At the end of September 2019

22 October  
**22 millions**  
Linky



**Go to the end of the deployment in the respect of the announced trajectory and the standards of quality and safety**

**21 482 078** Delivery points equipped with a Linky meter  
+ 631 203 /M-1 **Goal at the end 2019 : 23,4 millions**

**19 718 828** Linky counters open to all services in Ginko  
+ 559 923 /M-1 **Goal at the end 2019 : 20,5 millions**

**87,1% (74,0%)** Taux de satisfaction client suite pose (TS+AS) (dont accessibles)  
+2,2 (+2,9pt)/M-1 **Ambition > 90 % (80%)**

**188 733** Quality control visits  
3,5% **Goal for 2019 > 3 %**

**79 695** Simultaneous control visits

**3 million acts  
under pressure  
BT**



**Ensure the availability and completeness of data services to customers and services for the network with all trades**

**97,9%** Daily transmission of consumption data to suppliers  
+0,3 pt /M-1 **Goal for 2019 > 98%**



**Make Linky the business of everyone in the company and prepare the end of the program**

**75,9 %** Reduction of interventions  
(Sept 2019) **indicator > 65%**

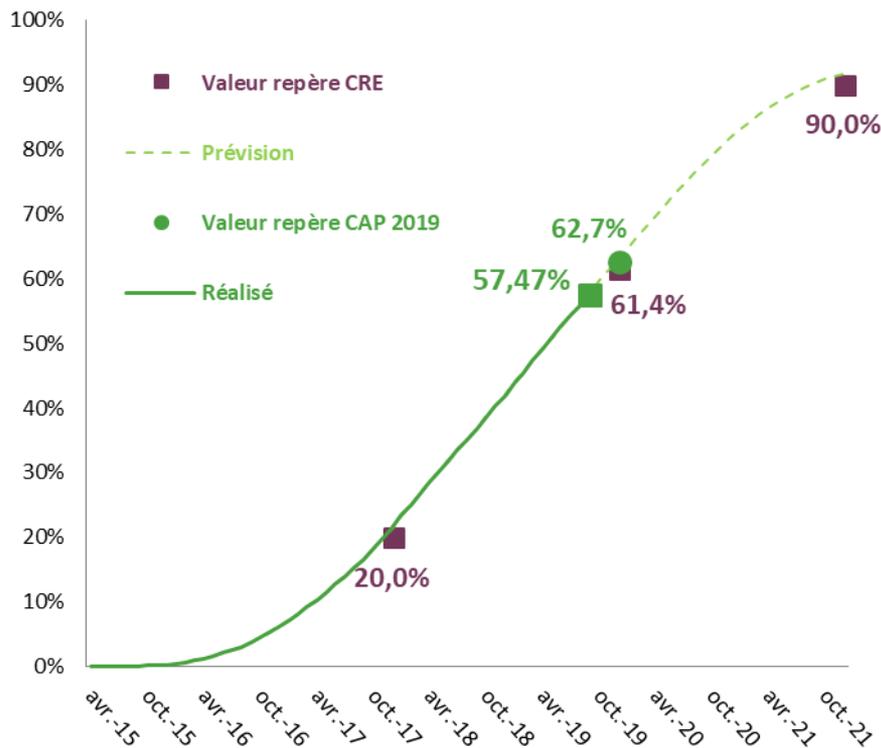


**Maintain a reliable and efficient communicating counting chain to calmly prepare for the future**

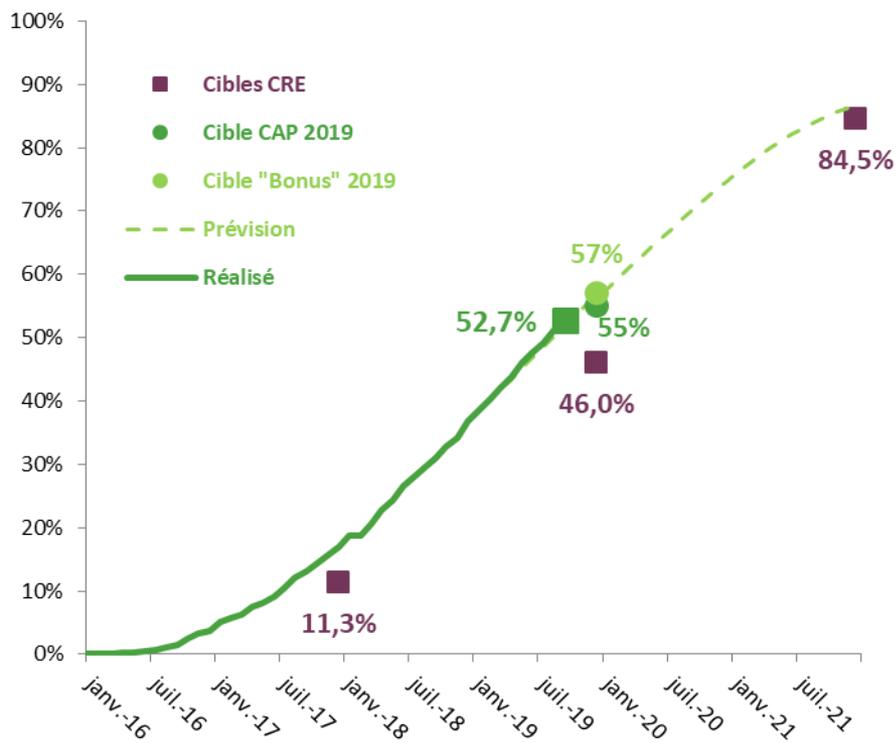
**98,3 %** Tele-services carried out on D-Day at the request of the suppliers  
- 0,3 pt /M-1 **Goal for 2019 ≥ 94%**

**0,6%** Linky Counters without indexes during the last two months  
= /M-1 **Goal for 2019 < 1,5%**

## Delivery point equipped with a Linky on park BT



## Delivery point equipped with a communicating Linky on park BT



## Appropriation by our customers

At the end of September 2019



Put in place a communication focused on customer benefits and concrete achievements in regions, objects of pride.



21 450 000 **delivery points equipped**  
+ 600 000<sup>1</sup>



87,1% of customer satisfaction on Linky pose  
+2,2%<sup>1</sup>



18 700 **cities affected by deployment**  
since 2015  
+ 700<sup>1</sup>



2,1% : **anti-Linky deliberations**  
-0,1%<sup>1</sup>



2,37 million **subscriptions from suppliers to hourly data**  
+ 6%<sup>1</sup>



2 suppliers offer **offers in steps 1 kVA** to consumers, for **12 suppliers offers « special Linky »** (+2<sup>1</sup>)



65 000 **contractual changes facilitated** thanks to Linky remote operations in September



37 000 **remote diagnostics** for our customers in September



750 **interventions on the network triggered** by notifications sent by Linky for a better quality of service  
+ 25%<sup>1</sup>

**ENEDIS**  
À MES CÔTÉS



## Incentive Regulation

Rate of re intervention following the installation of a meter

< 1%

Daily rate of successful remote readings

> 95 %

Rate of successful transmission of indexes to suppliers

> 95 %

Rate of availability of the website

> 98 %

Rate of meters without remote index recorded during the last  
two months

< 1,5 %

Successfull remote action rate every days

> 94 %

Successfull rate of setting up a fee schedule

> 95 %

## An essential transformation for Enedis



- **Objectif Lune : maintain deployment while ensuring business transformation and ensuring performance**
- **Maintain skills Linky within Enedis, a vital need for the company**
- **Some projects in progress (out of 70)**
  - Evolution of the hypervision
  - Future of the supervision
  - Maintenance needs of meters & concentrators, now and on the horizon next 2021
  - Guarantee the scalability and resilience of the system next 2021
  - Rare skills and th Expertises
  - Measured Linky gains

## Some examples of what Linky can do

### Consumer behavior

**More than 3 million of customers** follow their daily consumption



### Remote operations

Last summer, **700,000 customers** that were moving out benefited from remote commissioning



### Biling reliability & accuracy

In september, **65,000 energy supplying contracts** were modified remotely



### Innovative tariffs and new services

**More than 10 energy suppliers offering** with Linky specificities



### Renewable energies and self-supply

**16 collective self-supplying operations**



### Electricity grid digital management

**35,000 analyses** made remotely every month



### Building management systems for smart cities

**18 projects** using the daily datas of 10,000 meters



**Local example:** Muttersholtz, a town in Alsace, **reduced by 30% the consumption in electricity for public lighting.**



## Two demonstrations, one meter, a great amount of possibilities

### 1. Linky, a key element in your homes

This home is the home of a near future as today in France **50,000 homes are self-suppliers** and there are almost **250,000 electric vehicle circulating**.



Solar panels



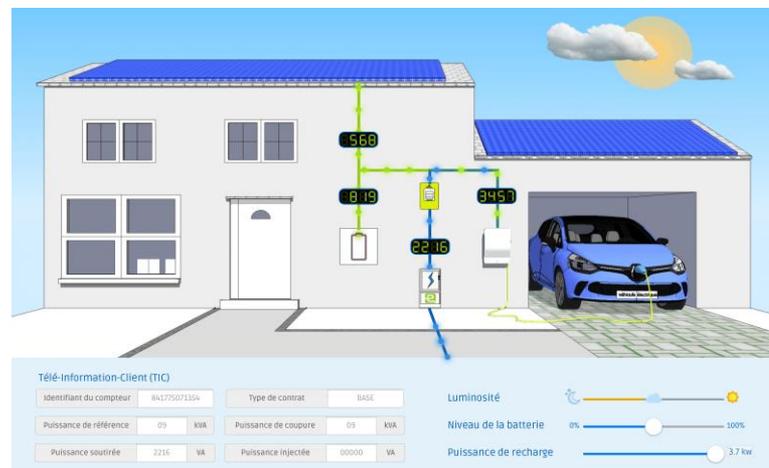
Electric vehicle



Battery



Grid



- Linky meters electricity in 2 ways;
- It makes cheaper and easier to become self-supplier in energy;
- Combined with an energy box, it helps to pilot the repartition between the different sources of electricity in function of tariffs and needs.

## Two demonstrations, one meter, a great amount of possibilities 2. Pilot the consumptions



A lot of possibilities for energy suppliers  
and manufacturers



Linky, a tool to manage  
consumption, for the benefit both  
of customers and energy transition

