



Billing instance for utilities

**The cloud based platform to digitise
meter-to-cash processes**



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Challenges of the digital energy transition

The energy transition, advancing digitalisation and rapidly intensifying competition from new digital players with customer-centered products and services force energy suppliers to develop completely new business models. However, outdated IT systems usually reach their limits, especially when it comes to billing new products and services (e.g. bundle products including commodity and non-commodity products).

In order for an energy supplier to assert itself in the market through customer-centric products and services, it is necessary to realign their IT according to modern IT architecture principles. The billing system plays an important role as a digital transformation vehicle.



Disruptive players attack traditional energy suppliers



Digital brands of established energy suppliers address a young and digital target group



Technology companies develop cloud-based business models that innovate the energy market



Legacy systems reach their limits in managing and billing modern energy products and services



Modern utilities must differentiate themselves through customer centricity, sustainability or cost leadership



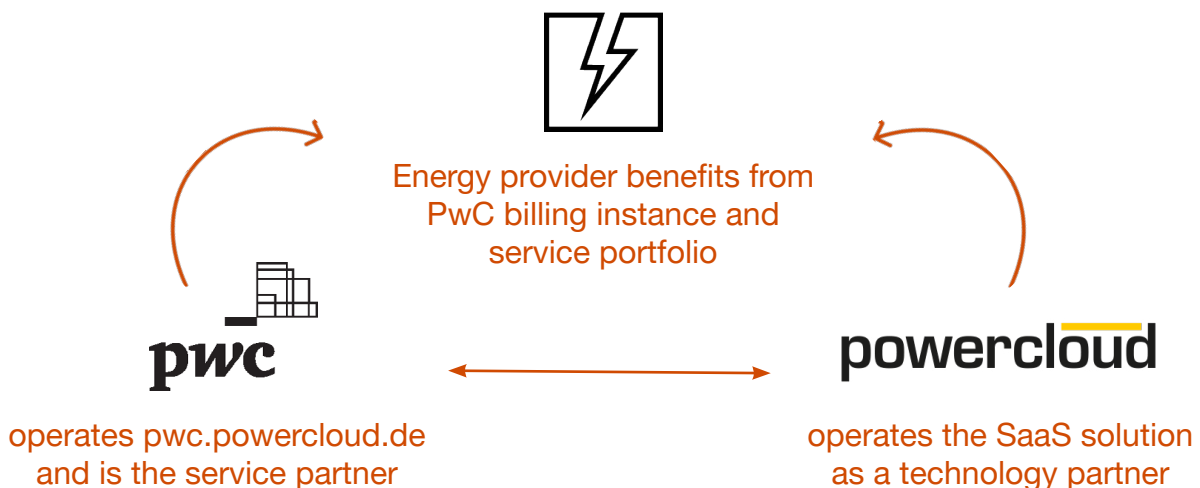
Our strategic partnership with powercloud

As an established consulting company in the energy industry, PwC has a broad network of partners that provide different services and solutions. Through its long-standing collaboration with the most successful providers of energy billing systems, PwC has developed broad expertise in the areas of implementation, operation, training, as well as service and support of these systems.

In 2020, PwC entered into a strategic partnership with the innovative SaaS platform provider powercloud. Since 2021, PwC has its own **billing instance for utilities** based on powercloud. As part of the partnership, powercloud provides its SaaS platform to PwC as the technological infrastructure and is responsible for its continuous develop-

ment. Based on this, PwC is responsible for the operation of the billing instance with an individual pricing and contract model at exclusive conditions. PwC is the sole contractor to the energy suppliers and serves as a reliable single point of contact (SPOC) for all affairs of your company.

In addition to the billing instance, a comprehensive managed service portfolio was developed as part of the strategic partnership with powercloud, offering energy suppliers complementary, holistic state-of-the-art services. This includes extensive (IT) assessments before the introduction of the billing instance and flexibly accessible BPO services after the solution has been implemented.



The billing instance for utilities

The PwC billing instance for utilities based on powercloud contains all business processes and data necessary for the “engine compartment of energy suppliers”.

To ensure maximum customer orientation and competitiveness, energy suppliers, as well as grid and metering point operators, can use the PwC billing platform to automate

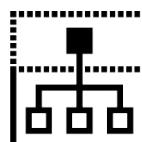
their processes and individually increase their digital maturity.

The end-to-end solution enables the implementation of innovative products and services, as well as new digital business models, to establish the latest standards in the market and actively participate in competition.



Economically

By pooling metering points on the billing instance, energy providers of any size will benefit from economies of scale.



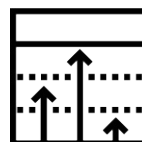
Individually

By parameterising the billing instance, you can address company-specific requirements and adapt your processes to the powercloud standard.



Strategically

Both PwC and powercloud have an extensive ecosystem and multiple strategic partnerships that you can access unrestrictedly.



Flexibility

You have full flexibility in choosing products and services. Our aim is to provide a comprehensive service that you can expand and adapt to your wishes.

The billing instance comprises a multitude of standardised functions

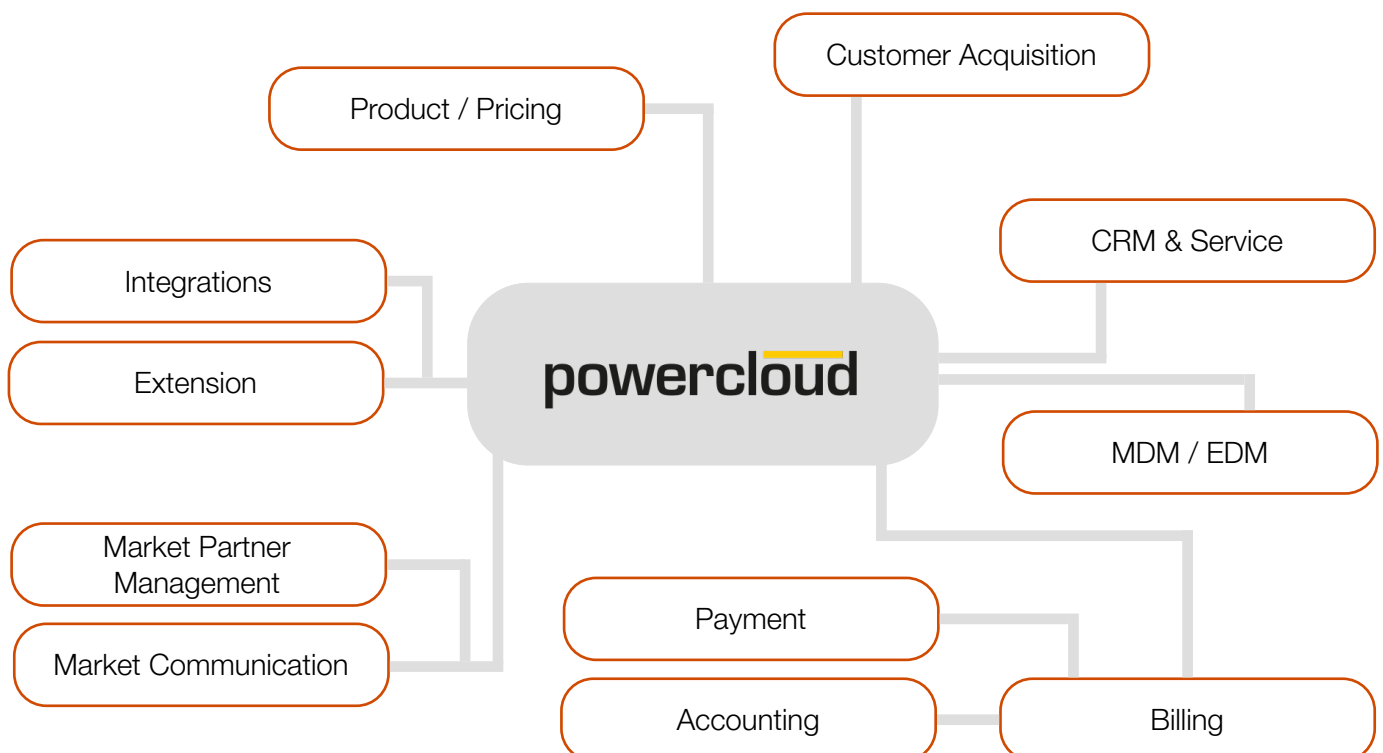
The SaaS platform powercloud, which forms the technological basis of the billing instance, is hosted on the Amazon Web Services (AWS) infrastructure (server location: Germany). This way, powercloud guarantees **maximum scalability** and flexibly provides individually required performance to the customer.

powercloud relies on a **modular, flexible structure of its software** and its extensions. This system architecture enables a multitude of interconnected functions, which, in addition to the billing of commodity and non-commodity products, include other **relevant services**. A distinction is made between powercloud standard functions and the pos-

sible extensions to the standard – so-called powerApps.

The powercloud standard functions include, among others:

- Market communication and market partner management functions
- Billing, payment and accounting services
- MDM and EDM functions
- New customer acquisition functions as well as CRM and service features
- Product (management) and pricing services



...and can be flexibly expanded with solutions from our partner ecosystem

The functions of the powercloud can be flexibly expanded with the help of additional “powerApps”. The powerApp store opens the doors to a wide partner ecosystem that is gradually being developed and provides valuable functions modularly (the “building block principle”).

The powerApp store includes almost a hundred extensions from currently more than

40 app and solution partners (the “powercloud ecosystem”). These extensions include end-to-end solutions from sales and CRM to market partner management and integration. The continuous growth of the powercloud ecosystem enables regular releases of innovative powerApps and the continuous development of existing solutions.

Selection

Payment

Collection handover	Intelligent dunning	Solvency check via Schufa	Payment via PayPal
Crefo App B2B	E-billing (ZUGFeRD)	Claim Management	IBAN Validation
Crefo App B2C	GoCardless	...	

Product Management

Market & pricing analysis	Tenant flow
Non-commodity fulfillment	...

Market Partner Management

BKV as a Service	Mailserver	AS2 Connector App
MaCo Splitter	Market Partner SyncApp	...

Integration & Data

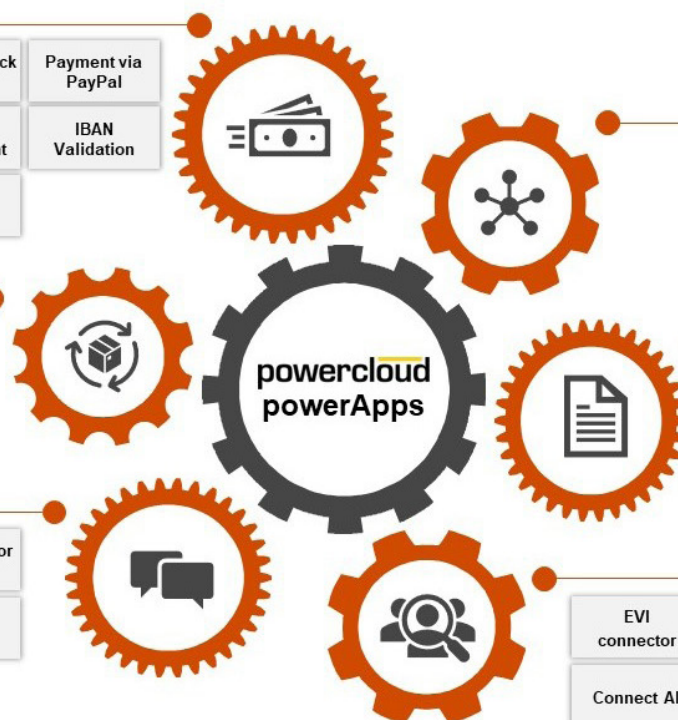
Real time Weather Data	DataSync	Integration Layer
Master Data Replication	power-Analytics	...

Document Management

Enterprise output management	Layouting & -optimization	Print & distribution
Mass jobs	...	

Sales & CRM

EVI connector	Cockpit e-commerce	Salesforce	Web signing
Connect AI	Chatbot	(Mobile) Customer self service	...



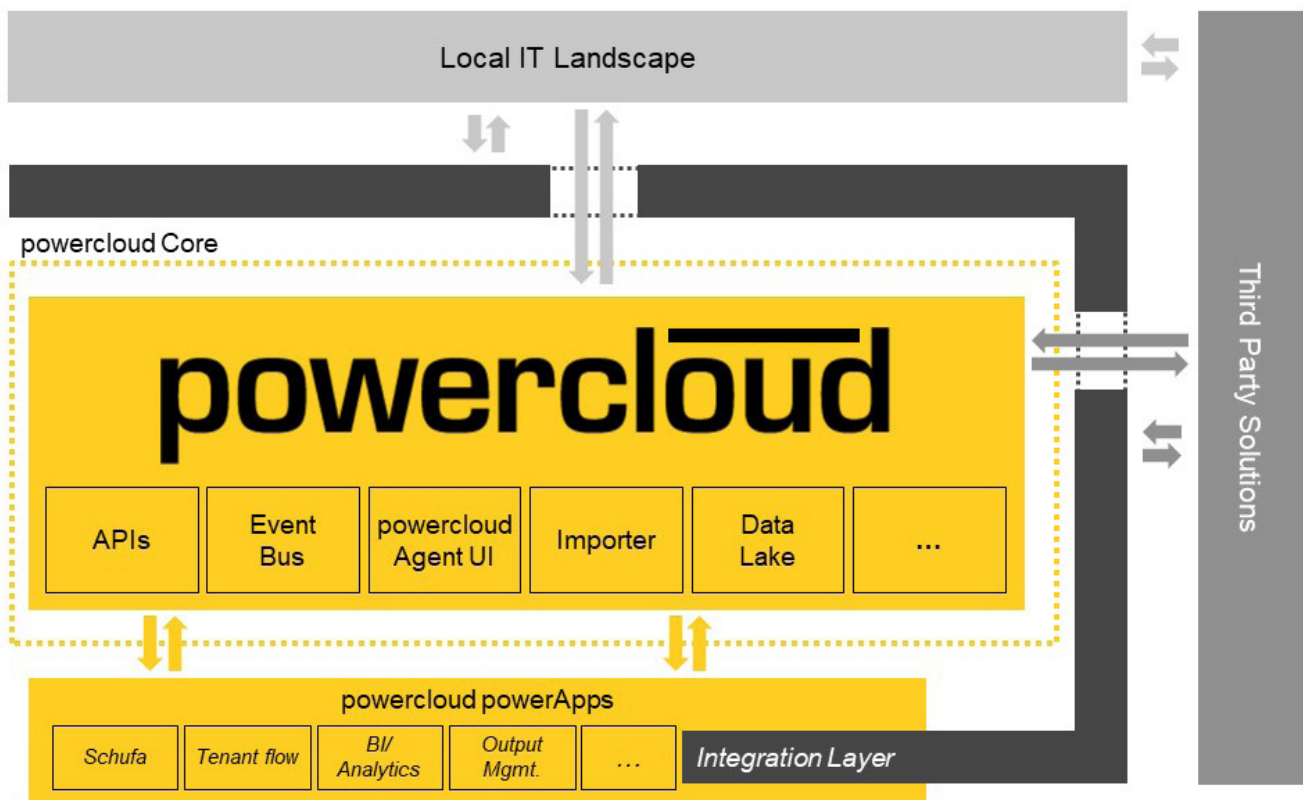
The open architecture of the powercloud enables active involvement of all customers and partners within the powercloud ecosystem to contribute to further developments through co-innovation. New requirements for the software can be placed individually at any time through so-called “powercloud feature requests”, and the community decides on their implementation.

The billing instance is the heart of a modern IT architecture

A modern IT architecture and a holistic integrated IT landscape support energy suppliers in the current challenges of their digital transformation. The integration of the PwC billing instance into existing IT landscapes favors the transition to a **modular and flexible IT architecture**. This enables a reduction in time-to-market for product and service innovation and an increase in digital maturity.

The powercloud uses **web services and event-driven** control logic, which allow for standardised connections to surrounding systems. Access to the powercloud is possible

via application programming interfaces (API), import interfaces, and responsive web interfaces, which technically enable data exchange and source code compatibility, as well as the **user's browser-based access**. The connection to the local IT landscape and the integration of third-party systems to the powercloud is possible with the help of an "integration layer" as middleware (available as a powerApp). The integration layer provides the flexible framework to enable all technically possible integrations.



3 steps to a PwC billing instance

1. Assessment

Short assessment

Carrying out **strategic assessments** to analyse and evaluate the existing and future solutions for the individual customer

Requirement recording

Identification of **professional, technical and economic decision factors** for the respective solutions

Assessment IT architecture

Investigation of the technical fit and development of an **IT target architecture**

2. Implementation

Onboarding and configuration

Onboarding and **configuration** for the operation of the SaaS solution

Data migration

Implementation of the **data migration** according to the Minimum Viable Product (MVP) principle

Stabilisation & Hypercare

Implementation of the SaaS solution including power-Apps in the overall architecture of the energy supplier as well as stabilisation for handover into regular operation

Quality assurance

Continuous quality assurance to guarantee smooth operation after handover

3. Operation as a Service

Operation within the PwC instance

Operation of the billing solution within client's own instance

Support and service

Optional support and service level agreements (1st and 2nd level support) for **highly efficient incident management**

BPO services

Additional, flexible call-off of **various BPO services**

Answers to the most frequently asked questions

How do I know which additional services are needed?

As part of our assessment, we make an indicative recommendation for appropriate services (e.g. powerApps, support services) – taking into account the individual requirements and the initial situation of the customer. The detailed design of the services takes place within the scope of the powercloud implementation.

For which utility size is the billing instance for utilities of interest?

The billing instance for utilities is suitable for energy suppliers of any size. The digital solution bundles metering points and thus realises economies of scale. As a result, companies benefit not only economically, but also by increasing their individual level of digital maturity.

Which market functions can be served by the billing instance for energy suppliers?

The billing instance for utilities offers a billing solution for all market roles – supplier, grid operator and metering point operator.

Does the billing instance for utilities fulfil all regulatory requirements for market communication?

Yes. The billing instance for energy suppliers also includes the full range of functions of the powercloud solution in the area of market communication. This means that all requirements for market communication in the SaaS standard are tested and fulfilled in good time before the change comes into effect.



Visit our PwC Store! Here you will find all current prices for the billing instance for utilities.

Digitise your processes together with PwC and powercloud. Contact us!



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