



>
accenture

High performance. Delivered.

Smart Grids

Environmental Sustainability and Renewable
Portfolio Growth for High Performance

- Consulting • Technology • Outsourcing

Utilities and the communities they serve share a common goal to "go green." Volatile energy costs, growing demand for energy and natural resources, and the need to reduce carbon emissions are driving serious consideration of innovative solutions to make our urban living and working environments more sustainable.

Transformational, comprehensive solutions—many of which are enabled by "smart" grid technology—are helping utilities and communities around the world advance toward a radically different landscape for meeting their energy needs. Accenture is at the forefront of the evolution to a smarter grid, with 30 years of experience helping utilities become high-performance businesses.

From generation to in-home energy management, from strategic blueprints to operational data analytics, and from the board room to the operations center, Accenture offers the world-leading expertise that utilities and their customers need to frame their vision of a smarter grid and then achieve its many benefits.

Paving the path to a smarter energy future

Accenture provides the industry experience and skills, global resources, proven methodologies and industry-leading technology assets needed to realize the vision of a more intelligent grid. A continuous investment in innovation, coupled with numerous client engagements and research-based knowledge, help ensure the smart grid solutions we plan and deploy are on the leading edge.

We have helped some of the world's most forward-thinking utilities, corporations and governments build smart grid business cases and strategies. We have helped them evaluate the pros and cons of

wholesale replacement of technology versus strategic upgrades. We are also relied upon to develop the road maps needed to implement the right capabilities and technologies at the right time, given each organization's operational needs, business and financial goals, and regulatory requirements.

Smart generation

Clean, green, renewable energy is one of the biggest drivers of the smart grid, and Accenture provides the consulting, technology and outsourcing capabilities needed to integrate renewable, distributed energy onto an intelligent, interconnected grid. Whether expanding or modernizing existing production capabilities or constructing new facilities, utilities need to assess how to get the most from their generation assets. Accenture's global reach enables us to capture the best learning from our engagements with the world's utility companies to provide assistance on a global basis, including emerging markets. Drawing on our extensive experience in operational consulting, systems integration, process design, organization design, program management office for large capital projects and outsourcing (along with extensive skills in new-generation plant automation, industrial IT and engineering capabilities), Accenture collaborates with companies to help them address their generation challenges.

Smart transmission and distribution

Three decades of experience from Accenture's global transmission and distribution and IT practitioners translates into a team that brings extensive industry knowledge to the world's smart grid transformation challenges, along with a broad skill base ranging from executive strategic consulting, to specialized

engineering, to in-depth systems integration. Innovative methodologies and assets developed by Accenture over the course of more than a dozen smart metering, meter data management and smart grid projects help utilities gain the edge they need to navigate the maze of business and technology decisions that must be made to frame the vision of a more intelligent grid and achieve its many benefits.

Our methodologies and assets include Accenture's patent-pending intelligent network data enterprise—a sophisticated smart grid blueprint and data analytics solution that is the "central nervous system" of some of today's most forward-thinking smart grid projects. From advanced transmission and distribution operations to advanced asset management and work, field and resource management, Accenture offers the services and tools utilities need on the road to a smarter grid.

Smart customer care

Smart grid success is highly dependent on customers who embrace the benefits of more intelligent approaches to energy conservation and energy management: energy consumers. Accenture has been working with utilities and public sector agencies to gain meaningful insights into consumer values and behaviors and to develop mutually beneficial programs encompassing consumer enablement solutions such as advanced metering infrastructure (AMI), home area networks with in-home energy management systems, distributed energy resources (DER) and demand response programs, along with network technology architecture and applications that will support integration with future technologies such as plug-in electric vehicles.

Accenture's more than 7,500 utility industry professionals include many of the industry's leading smart grid, advanced metering, sustainability, cyber-security, customer care, network communications and system operations specialists, who have worked with more than 300 clients in 43 countries to tackle the unprecedented challenges facing today's utility companies.

Our solutions cover demand-side management, marketing and sales, customer operations, customer information systems and the integration of new technologies enabled by smart metering as well as business process and IT outsourcing.

Smart climate change response

Accenture believes that an effective response to climate change is not only socially responsible, but also a key opportunity for value creation and growth. As a result, our sustainability practice is helping organizations around the world on the journey to high performance by integrating sustainability into their operating models, business strategies and critical processes. Our holistic approach—based on strong experience as well as climate change research with 500 leading business executives worldwide—helps

organizations thrive in a carbon-constrained world. Encompassing strategy development, program design and execution, and long-term sustainability management, Accenture helps clients:

- Develop and launch climate change strategies in conjunction with their broader sustainability objectives.
- Implement supply-side solutions based on clean technologies and alternative energy sources.
- Develop "smart buildings" and an energy-efficient physical infrastructure, leveraging new technologies.
- Examine opportunities for entering carbon-trading markets, assess the carbon market impact and help build effective risk management capabilities.

Smart Grid Leadership Network

Accenture formed the precedent-setting Smart Grid Leadership Network to bring utilities and communities together in a collaborative approach to addressing the world's energy challenges. The Smart Grid Leadership Network connects utility executives and city leaders from around the world who share a commitment to a more sustainable energy future. The network provides a unique forum for participants to engage with peers and share insights, knowledge and practical experiences that can help bring their vision of a smarter grid to life. By providing a dynamic forum for interaction and knowledge sharing, the Smart Grid Leadership Network is helping members refine their smart grid strategies and solutions and, collectively, transform the world's future energy landscape.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 181,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is www.accenture.com.

For additional information, contact:

Sharon Allan
North American lead
Accenture Smart Grid Services
sharon.s.allan@accenture.com
+1 678 657 4754

Maikel van Verseveld
Europe, Middle East, Africa and Latin
America lead
Accenture Smart Grid Services
maikel.van.verseveld@accenture.com
+31 20 4938174

Ann Burns
Asia Pacific lead
Accenture Smart Grid Services
ann.v.burns@accenture.com
+61 3 9838 8925

Copyright © 2010 Accenture
All rights reserved.

Accenture, its logo, and
High Performance Delivered
are trademarks of Accenture.