

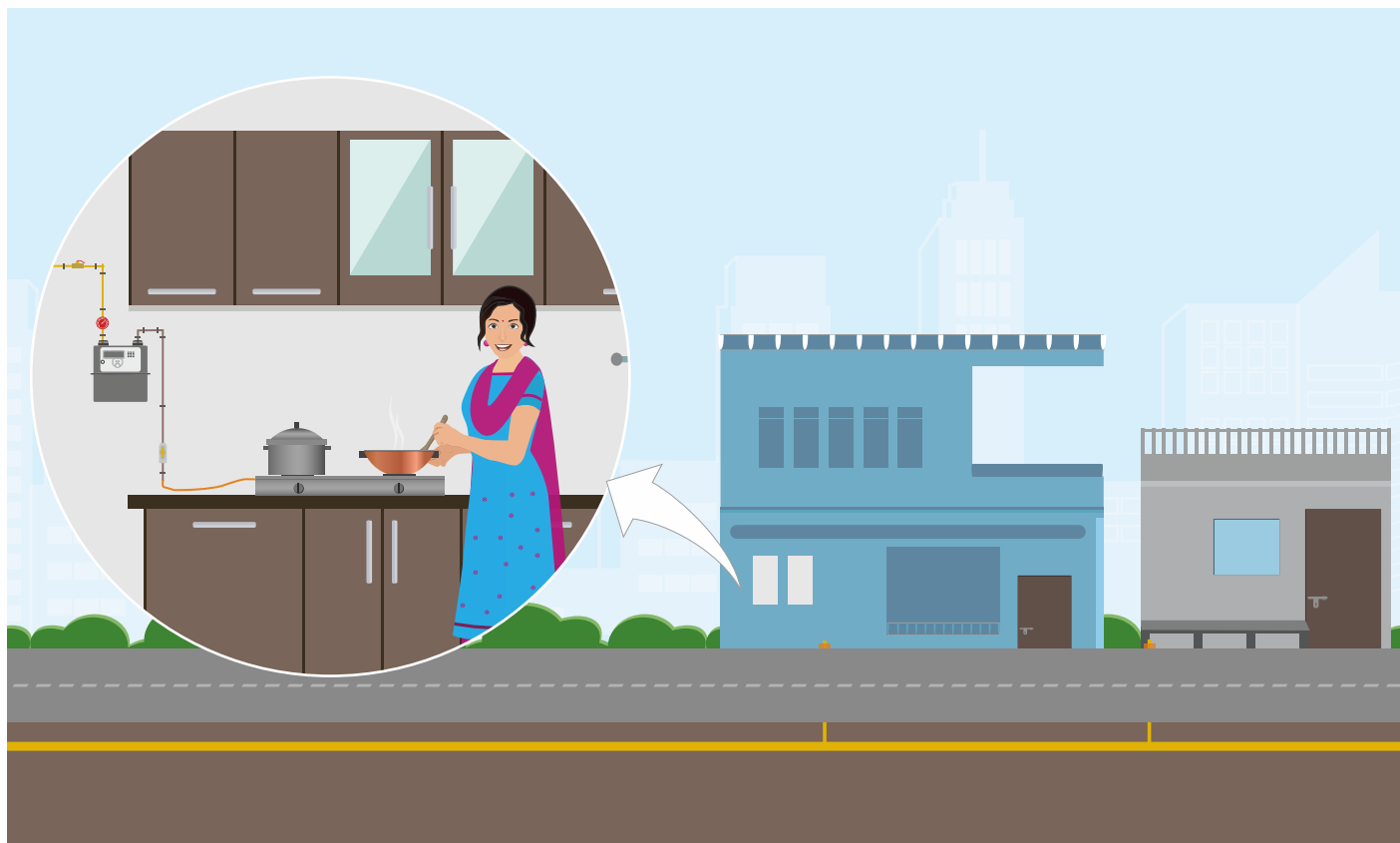
Customer revenue management services

Piped natural gas

City gas distribution scenario

Acquiring and connecting domestic gas customers has been a tedious and low-profit activity for CGDs. These customers are reluctant to switch from the traditional LPG gas system. However, the city gas distribution scenario is rapidly changing and requires a modern, refined approach for management.

CGDs presently use services from multiple vendors to acquire and serve PNG customers. Converting customers from LPG to PNG, recovering payment from customers, operational inefficiency, high cost-to-serve, and inefficient handling of customers grievances are the key pain areas for CGDs. Assigning all the customer - facing services to a single entity can allow CGDs to operate more efficiently and cost-effectively.

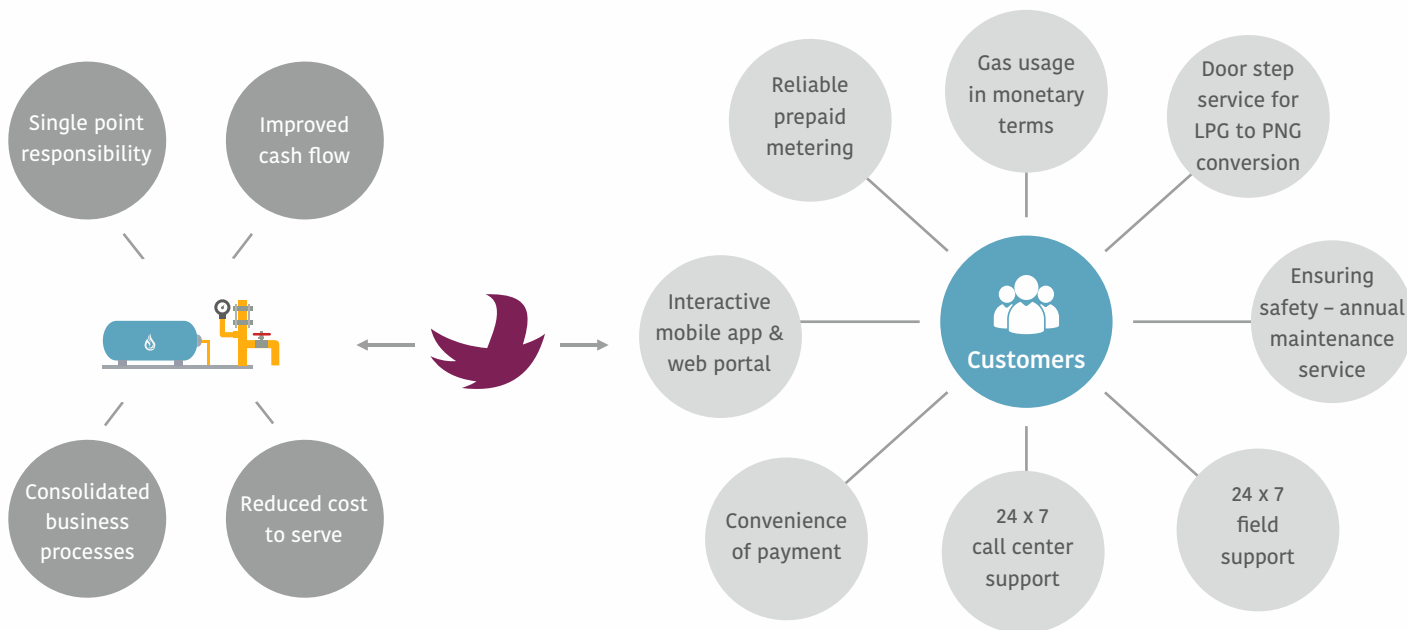


Customer revenue management services

Our customer revenue management services are an amalgamation of all the customer-centric services associated with gas distribution. Being the single point of responsibility, we improve operational efficiency, enhance the customer experience, and reduce the cost-to-serve.

We help CGDs expand gas connectivity in their area and maximize the number of connections, while the customers enjoy hassle-free supply and services.

“Forget the hassles of customer management services and focus on your core business objectives.”



Customer acquisition and new PNG connection management

Customers are often hesitant to switch from the traditional mode of bottled LPG to PNG (piped natural gas) connection. This is where we come into the picture.

Our service covers marketing and awareness campaigns for customer acquisition (LPG to PNG conversion), site survey and technical feasibility, collecting new connection charges, inventory management, and supplying, installing, and commissioning new PNG connections.



Marketing of
PNG connections



Customer conversion
and on-boarding



Metering and
payment collection

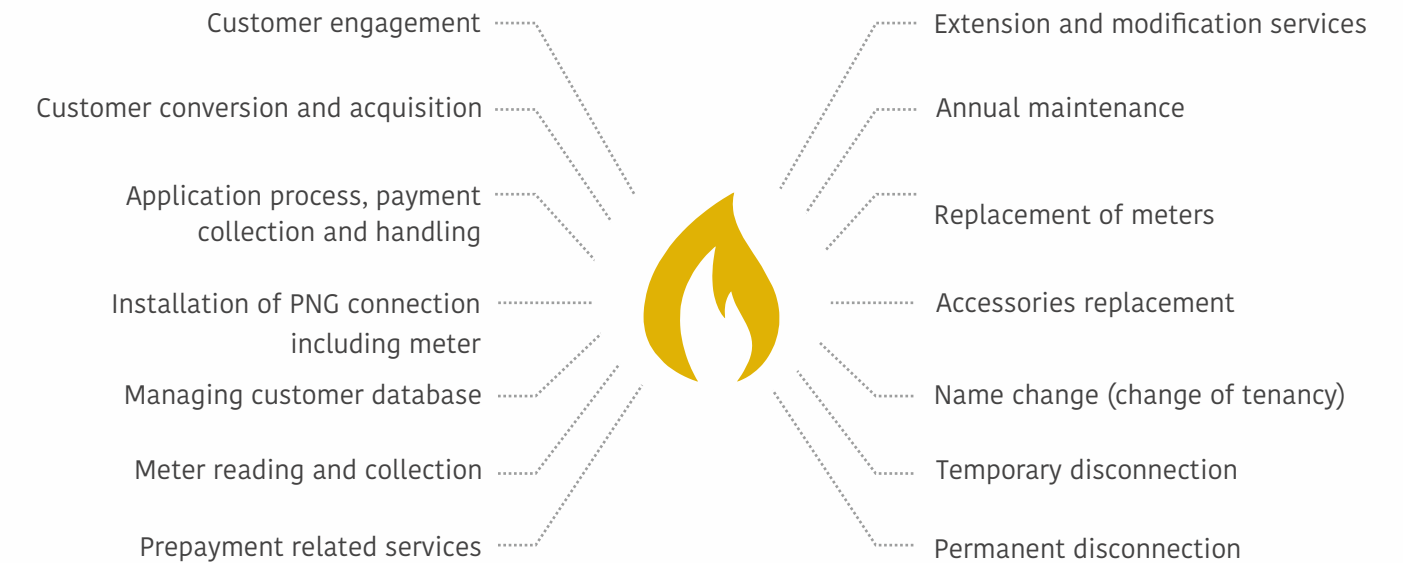


Installation - Pipeline
and meter

PNG connection management

Once customers are connected, the CGD has to provide service to them. Our processes are tailored to handle the entire range of services required by customers during the connection lifecycle.

Our services include maintaining the customer database, handling all field-related complaints and modification requests, preventive maintenance, meter replacement, disconnection, reconnection, and periodic meter reading for effective PNG connection management; that too for the entire duration of the contract.



Customer engagement support

One of the key aspects of CGD service operations is to ensure customers can reach the service provider easily and quickly.

We establish Customer Interface Centres (CICs) to manage all customer-related services as a front office. Various services offered through these centers include:

- New connection.
- Service modification requests.
- Customer disputes and grievance redressal.
- Vending prepaid recharge tokens.

Besides, a 24 x 7 call centre manages:

- Emergency issues.
- Customer disputes and grievances.
- Pre-payment related queries.



24x7 call centre

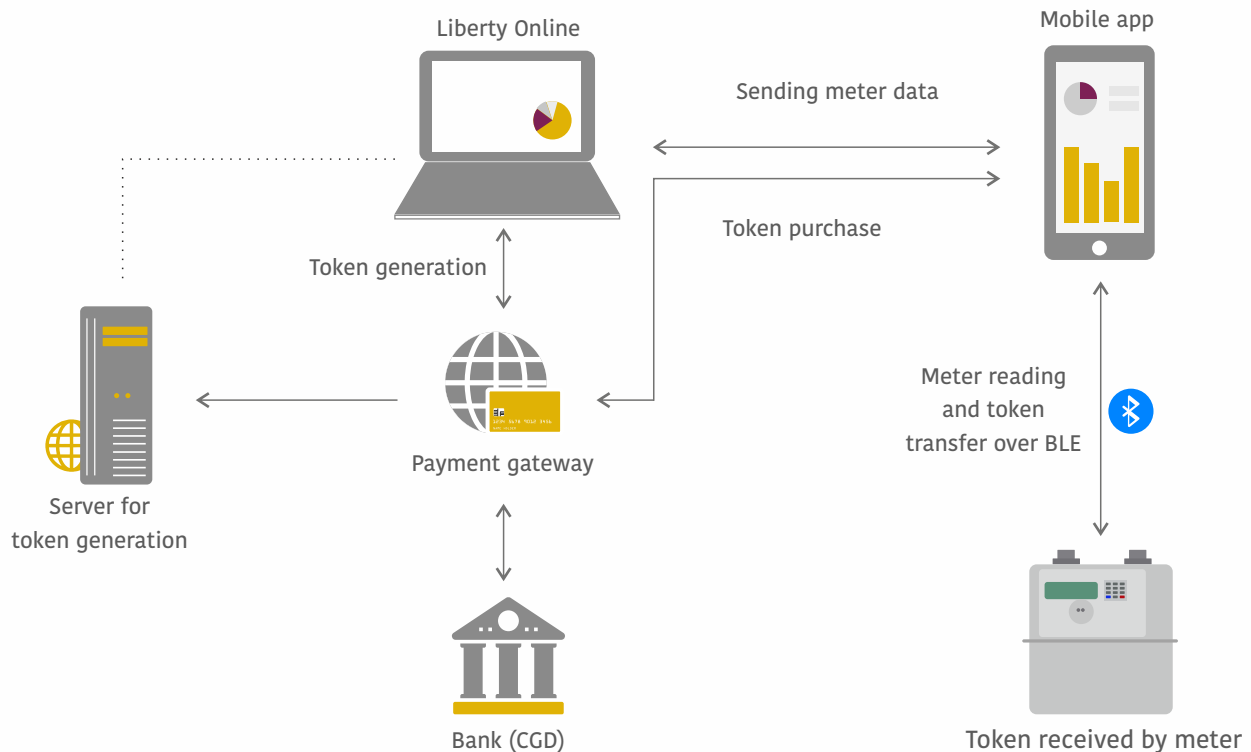


Consumer interface centre

Pay-as-you-go (pre-paid gas metering)

Customers pay full-in-advance for LPG cylinders; however, for a pre-paid PNG connection usage, they pre-pay only for the amount they wish to use. We have developed our metering system based on pre-payment application, where the customer purchases gas in advance through various online and offline modes, according to the usage.

The gas meter has Bluetooth Low Energy (BLE) module which allows it to connect with smartphones. Customers can purchase recharge tokens in advance using a mobile app. The app communicates with the meter through Bluetooth, sends token money information to the meter, and fetches gas consumption information from the meter. If the token is purchased offline, customers can quickly recharge using the keypad on the meter.



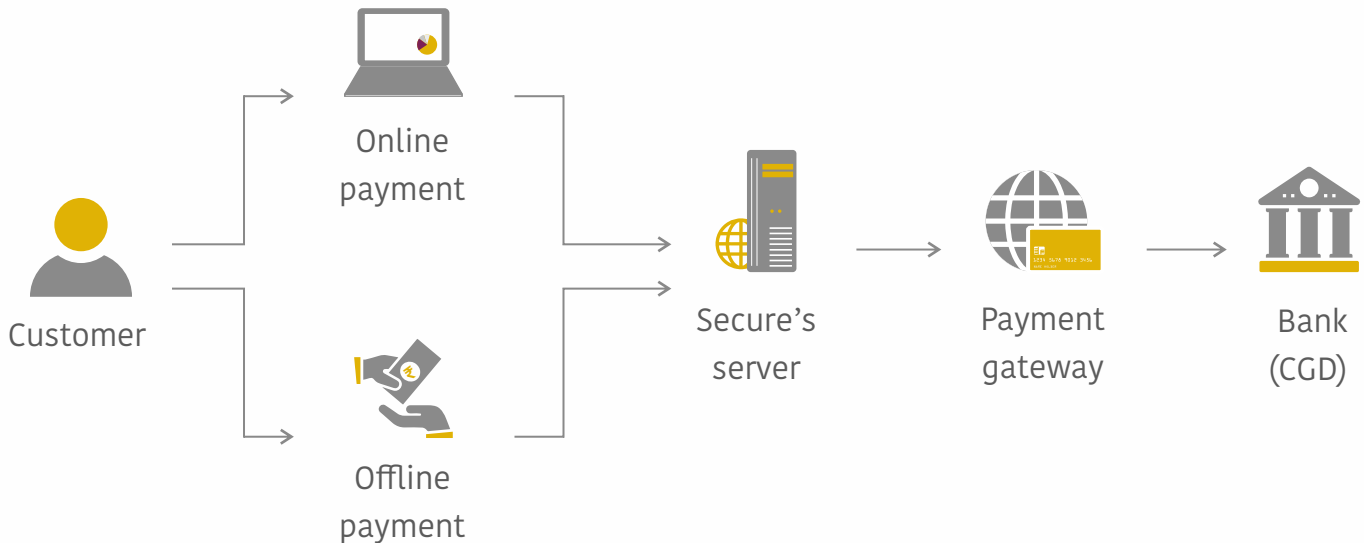
Revenue management services

Collection, handling, and reconciling payments from customers require an extensive network of services, considering both online and offline payment collection modes.

Through our established revenue management system, we manage payments from customers on behalf of the CGDs.

We facilitate both online and offline payment infrastructures. Our online integration with payment gateways and payment service providers lets customers directly pay for services from the comfort of their homes. For less tech-savvy customers, we provide payment options through our CICs and authorised channel partners.

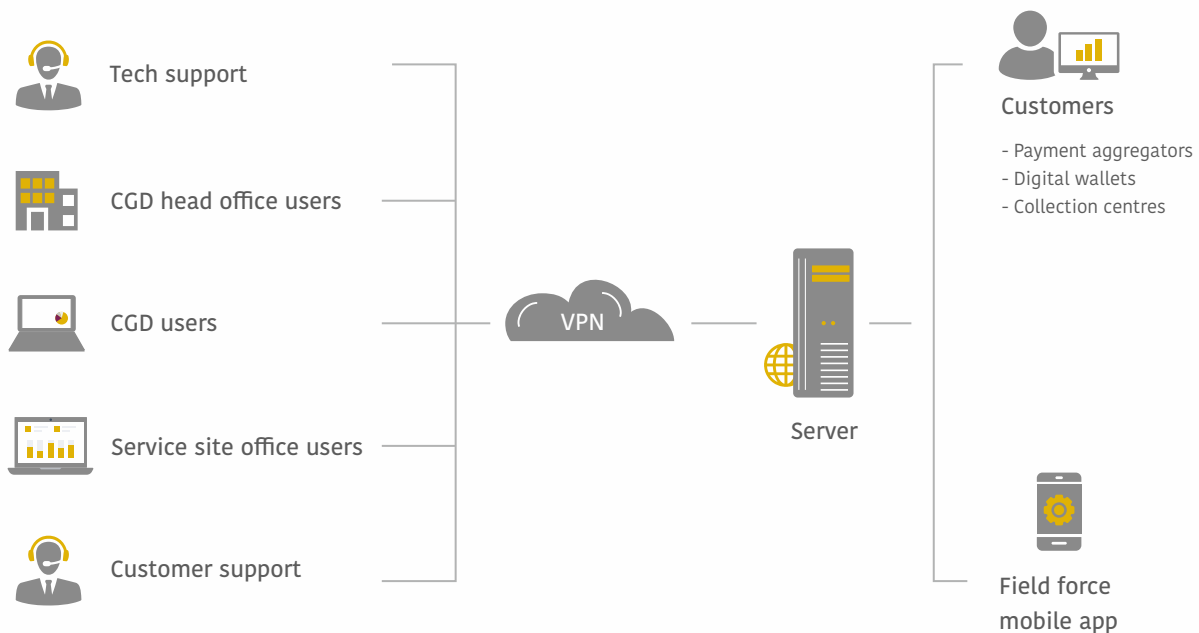
Payments collected are transferred to the CGD and reconciled through an established mechanism.



IT management services

Without a doubt, IT services are the backbone of operational processes in any industry. But, at the same time, managing and upgrading these services is challenging. We establish, operate, and maintain the IT infrastructure. It includes establishing a data centre, maintaining disaster recovery centre (backup), and managing licensing and upgradation of hardware / software for the entire contract duration.

- **CRM:** Manages services related to customers, access to the self-service portal, and mobile app.
- **Pre-payment system:** Payment gateway interface to facilitate recharge tokens, payment collection, and reconciliation.
- **B2B integration:** Exchange of various data between our IT system and CGD IT system.
- **Customer support:** IT infrastructure for call centre operations, and mobile field force management.
- **Field force system:** Handling of all field related operations like complaint handling, periodic meter reading, installation, etc. using a mobile application.



Benefits

Benefits to the CGD

- Reduced cost-to-serve
- No bill related queries
- Single point of responsibility
- Zero debt – no outstanding dues
- Lower IT and other overheads
- Improved cash flow as the cost of gas is paid in advance
- Fewer site visits for disconnections due to non-payment

Benefits to customers

- Recharge and pay according to use
- Recharge through web or app
- No manual meter reading, and hence no billing disputes
- Contactless payment - no interaction with the cylinder delivery person
- Remaining credit displayed in money value for better understanding
- Freedom from booking, re-filling and hassles of LPG cylinders
- 24 x 7 customer service

The Company

Secure is a multi-national solutions provider for revenue management, power quality and energy efficiency that enable users to save money, reduce energy consumption and facilitate comfortable living. We began life in 1987 at the advent of the electronic age. By combining Indian frugal engineering with the best theoretical developments in the global metering domain, Secure was able to create the world's first commercially viable energy meter. Our 30 years' journey has since taken us from the provincial town of Udaipur, to all Indian states; our products are now installed in over 50 countries. More than 6,500 people work with us across India, UK, Australia, UAE, Malaysia, Singapore, Sweden, Italy, and Bangladesh to build a future that is energy responsible.



