

Deliver Personalized Cost & Rate Insights

GridX Empower delivers personalized energy insights precisely when and where customers need them, empowering them to make smart energy decisions. It streamlines common use cases by encouraging customer self-service and providing clear information to make beneficial rate changes.

Leveraging a comprehensive set of rate and bill analysis APIs and UI/UX widgets, GridX Empower enables utilities to show their customers the financial impact of their current behaviors and the potential savings from adopting eligible rates, programs and distributed energy resources (DERs).

Benefits of GridX Empower

- ◆ **Clearly Illustrate Financial Impacts**
 - Show customers the precise financial effect of new rate plans, program enrollment, and energy-saving actions.
- ◆ **Boost Program Adoption**
 - Drive enrollment in new rates and programs by instantly and accurately answering critical bill and cost questions.
- ◆ **Self-Serve Cost Management**
 - Enable customers to proactively manage their energy costs with personalized bill insights and alerts delivered through their preferred channels.
- ◆ **Demonstrate Savings in Real-Time**
 - Showcase the immediate financial benefits of customer behavior changes, such as load shifting or shedding, linked to program participation.
- ◆ **Proactive Rate Impact Analysis**
 - Equip customers with personalized insights into how upcoming rate and price changes will affect their bills.



Empower APIs



Empower APIs cover a variety of common use cases including rate analysis, bill analysis and forecast, and customer management and analysis.

getSummary API

Provides rate analysis results summarized across an analysis period, typically 12 months. Results include all target scenario costs (rate, riders/options, consumption data) based on eligibility requirements. It also summarizes eligible rates and potential yearly savings for customers based on historical usage.

compareResult API

Provides the monthly rate analysis results, which are pre-calculated and return the base scenario costs and all target scenario costs based on utility eligibility requirements. The API also returns the line item details, usage breakdown, and all attributes and options per scenario per bill month.

compareCalculate API

Supports real-time what-if analysis to help customers evaluate how DERs (e.g. solar, EV, batteries), electrification technologies (e.g. heat pump, electric dryer) and behavior changes (e.g. load shift) impact bills and which rate/programs lead to the most savings.

iCost API

Calculates energy costs on a per-interval basis, using the customer's rate and historical consumption to communicate how their energy use over the course of a day, week or month impacts their bill. This includes cost-over-time charts to illustrate price changes by time of day and visualizes customer usage compared to TOU periods.

billCompare API

Informs users of how and why their bills fluctuate over time by providing differences between bills and how outside factors impact these variances. The billCompare API leverages algorithms to determine and classify reasons for the bill differences.

customerProfile API

Provides current and historical data for the requested customer. This includes the customer's contract details, attributes, bill summaries and rate history. The endpoint is frequently updated with account associations, contract history, billing cycles and attributes, and rate codes.

Modifier APIs

Allow utilities to support customer "what-if" questions regarding their bills. Modifiers are applied to the customer's historical interval to simulate a vast range of scenarios representing customer behavior changes and technology adoption. Modifiers include load adjustment, load shift, attribute modifier, EV, solar and heat pumps.

With GridX Empower, utilities can effortlessly integrate GridX's pre-built widgets or develop custom experiences using our easy-to-implement APIs. GridX's library of widgets embeds seamlessly into a utility's "My Account" portal and other meaningful customer journey touchpoints, enhancing the digital rates experience. These widgets are designed for straightforward customization to match a utility's brand and style, ensuring a consistent UI/UX. GridX Empower's flexible integration patterns support diverse utility channels, including marketing content, web portals, SMS, mobile apps, and IVR, as well as leading third-party engagement platforms.



The One True Rates Platform

GridX is the leading Enterprise Rate Platform provider to modern utilities and energy technology companies. Our software enables utilities to better design, promote, operationalize, and drive adoption of emerging energy products and programs.

For more information, please visit gridx.com.

