



DIGITAL CUSTOMER - COMMUNITY PARTICIPATION

Offer of financial participation for
long-term strengthening of
customer relationships

Digital Customer - Community Participation

From customers to investors: A growing number of energy providers and municipal utilities are counting on community participation models to help realize renewable energy projects. In this way, municipal utilities not only gain acceptance and capital for green projects, but also improve their image and the loyalty of their customers. Not least because customers are increasingly benchmarking energy supply utilities by their degree of innovation. You too can take advantage of these possibilities – with the support of our digital solutions and process know-how.

The simple, mobile solution for community participation

Acceptance, image, competitive advantages, customer loyalty – community participation in renewable energy projects brings many benefits. Implementing it, however, is complex for its initiators. Our community participation module simplifies the pro-

cess. It offers you a state-of-the-art, digital platform on which you can advertise and manage community participation initiatives. Online-based, can be integrated into an app, and simple and convenient for you and your customers.

Turn locals into long-term customers

The realization of a financial participation project for local citizens and customers can be combined perfectly with project development drives in your service territory. Both parties benefit from cooperation in which the locals are treated as partners. For locals, it means participating in the energy

transition in their 'own back yard', as well as a sustainable and crisis-proof investment.

For municipal utilities and energy supply companies, it brings acceptance, a greater market share, greater customer loyalty and an excellent image.



Mobile possibilities for local citizens via a range of features:



Digital platform for community participation

- Customized and under your name
- Online platforms and mobile apps
- E. g. for green projects such as wind, solar, PV, grids, landlord-to-tenant electricity supply



Successful coupling with your core business and products

- Flexible objectives per project: acceptance, equity capital, image, customer loyalty / acquisition
- Extensive interfaces and reporting functions



Contemporary forms of participation: e. g. crowdfunding without a prospectus

- Diverse digital integration possibilities
- Software as a Service (SaaS)
- We support you with our expertise in all processes related to your investment project



Interest rate, maturity and customer offers

- Low capital expenses
- Automated information, participation and administration processes



Subordinated loans, limited partnership interests and cooperatives

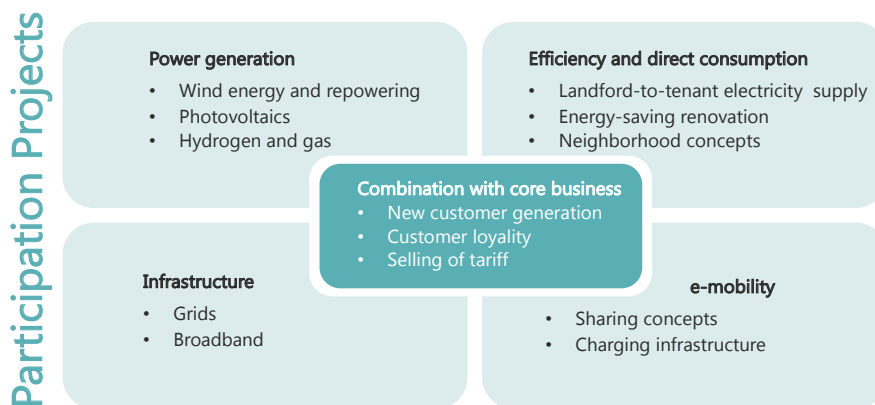
- Solicit and efficiently manage investments conveniently and flexibly
- Simple, safe and convenient for you and your investors



An important building block of the energy transition: community involvement and participation

Fichtner enables municipal utilities and energy supply companies to be flexible in issuing community participation certificates: for example, by tailoring to specific (customer) groups and product offers. This means that you can not only easily realize your projects with the financial participation of customers or locals, but also bring about different impacts on

your core business with each project – with no outlay and without high legal costs. Eueco is an expert in standardized community participation projects and Fichtner's partner. Our collaboration offers utilities a comprehensive range of options for strategically tying in their end customers and successfully establishing community participation as a product.



Knowing and understanding customer needs better

The energy sector is undergoing a radical transition. Utilities face a volatile market environment characterized by fundamental changes, new market players and increasing competition. What were purely consumers in the energy system are rapidly becoming stakeholders – and this applies to private end customers as well as industrial ones. Umpteen questions are waiting to be answered: Which customer needs will I have to address in the future? With which products and services? What will my sustainable business model be?

FICHTNER

IT CONSULTING

Fichtner IT Consulting GmbH (FIT for short) is the Fichtner Group's center of competence for IT. Among other things, we design and implement information logistics for technical networks, plants and infrastructure. We also bundle our industry knowledge and process know-how to optimize the customer communication of our partners in the energy industry by deploying digital solutions and to realize new value added potentials for them.

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