



NISC + BIDGELY

EQUIPPING ELECTRIC COOPERATIVES TO SERVE THEIR MEMBERS WITH HYPER-PERSONALIZED ENERGY INSIGHTS

National Information Solutions Cooperative (NISC) is an IT platform provider that serves hundreds of electric cooperatives with a wide range of advanced technology solutions.

In 2021, NISC partnered with Bidgely to equip cooperatives and their members with appliance-level insights into their energy consumption and hyper-personalized recommendations.

Today, well over a dozen NISC cooperative customers are live with Bidgely UtilityAI™ insights, with new cooperatives onboarding nearly every month.

NISC + Bidgely Solutions

SmartHub is NISC's proprietary web and mobile platform, giving electric cooperatives the digital tools to engage members on their own terms, across a wide range of touchpoints, including: billing, account management, outage/issue reporting, program enrollment and more. NISC has integrated a number of Bidgely insights widgets within SmartHub and made them available to cooperatives

In addition to SmartHub widgets, NISC has implemented a number of **Bidgely Smart Alerts** into their engagement platform to deliver contextually relevant touchpoints to cooperative members: right message, right time, right channel.

The following Bidgely application “widgets” and Smart Alerts are live today.



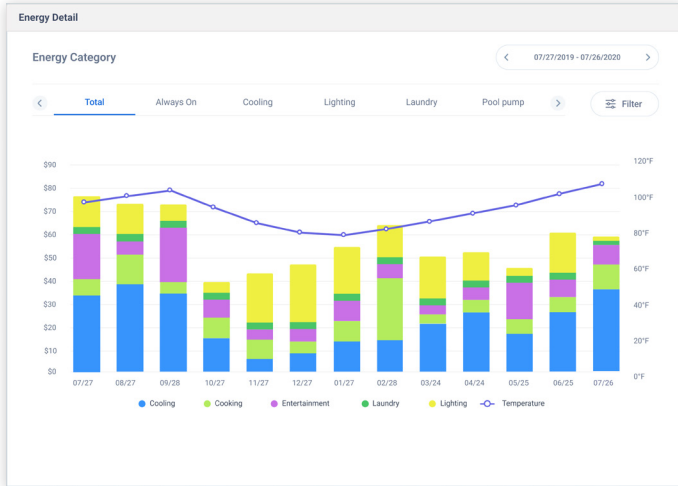
“By incorporating Bidgely into various MTE programs and technologies, we can provide members with data and visual components that **make it easy for them to understand their energy usage** and help them make adjustments to fit their lifestyles.”

- VP, Community Relations & Member Services

<p>Energy Details</p> <p>Itemize energy usage and costs across appliances and time for a more nuanced understanding of energy choices.</p> 	<p>Bill Analysis</p> <p>Enable members to evaluate the impact that various appliances have on their bill over time.</p> 	<p>Similar Home Comparison</p> <p>Contextualize members' usage against similar homes over time, both at the appliance and whole-home levels.</p> 	<p>Bill Itemization</p> <p>Equip members with full itemization of energy usage for every completed billing cycle.</p> 
<p>Top Tips</p> <p>Deliver personalized, high-value energy savings tips for each member based on their unique use profile.</p> 	<p>Build Your Home Profile</p> <p>These intelligent, self-serve surveys improve member profiles to boost personalization and CSAT.</p> 	<p>Solar</p> <p>Give members insight into their solar generation and how it impacts their energy use and bill.</p> 	<p>Bill Projection</p> <p>Inform members about costs “so far” in the billing cycle and estimated costs at cycle end.</p> 
<p>Recommendations</p> <p>Provide relevant tips, program promotions, marketplace offerings and more within the customer journey.</p> 	<p>Welcome Email</p> <p>Start members off on the right foot with information about their new service and prompt them to update their home profile.</p> 	<p>Monthly Summary</p> <p>A smarter energy bill featuring an itemized costs by appliance, so that members can understand the impact of their choices.</p> 	<p>High-Use Alerts</p> <p>Give members a warning that use is abnormally high, and help prevent high-bill shock.</p> 
<p>Seasonal Alerts</p> <p>Deliver high-value energy savings tips and promotions relevant to the time of year.</p> 	<p>REST APIs, Customer Data & Bulk Data Exports</p> <p>Easily connect member energy insights into other workflows and applications.</p> 	<div data-bbox="928 1528 1349 1633" data-label="Image"> </div> <p>82% of members are reading the disaggregated usage on their bill, an increase of 20% from standard bill emails.</p>	

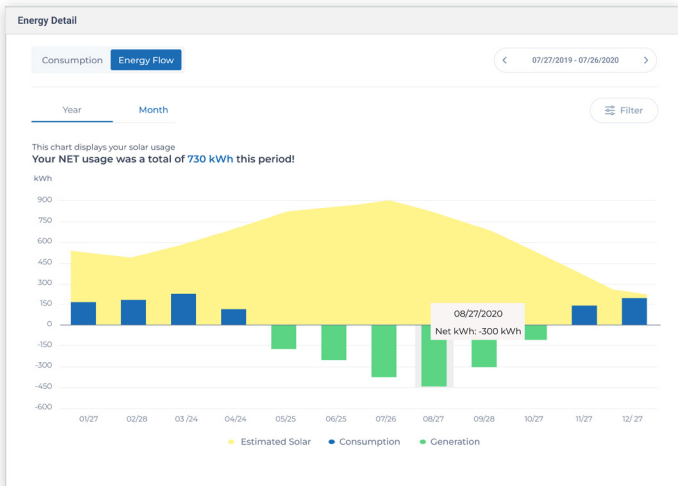
UtilityAI™ Touchpoints

Bigdely's behind-the-meter, disaggregation-based touchpoints deliver hyper-personalized insights and recommendations that empower cooperative members to make smarter energy choices.



Energy Details

Help cooperative members understand their energy use and costs across every hour of the day for up to 12 appliance categories.

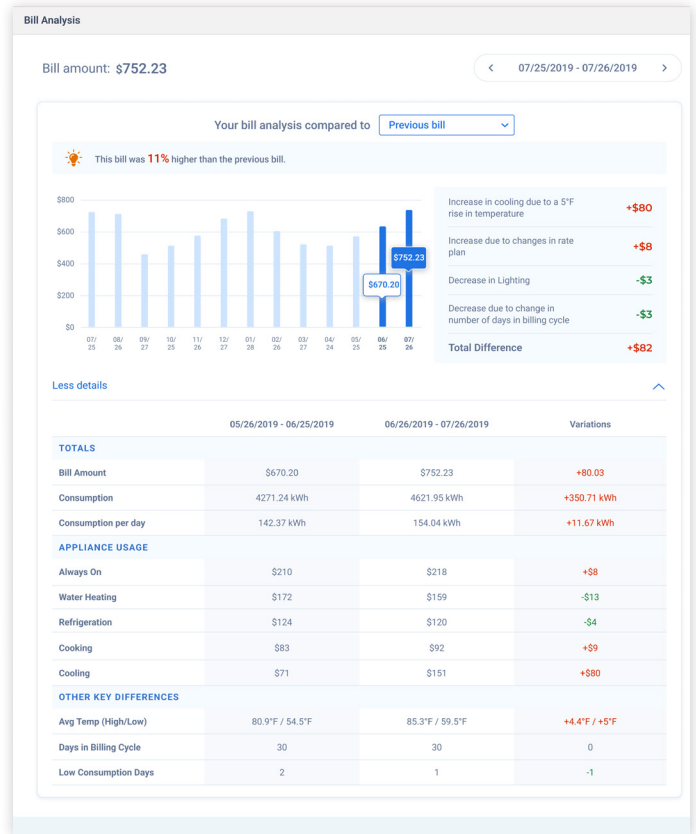


Solar Insights

Members with solar PV have unique usage profiles that generic engagement fails to address. Treat these advanced customers with solar-ready insights about how their solar generation impacts their costs.

Learn more at: <https://www.bigdely.com/technology>

To see UtilityAI insights in action, visit our [demo portal](#).



Bill Analysis

Enable members to evaluate the impact that their energy choices and various appliances have on their bills over time.

Top tips for you

Find the magic number on the thermostat

For every degree lower you set your thermostat, you save about 3% on heating costs.

Generally, you consume 42% more energy in winter compared to summer.

[Learn more](#)

Use a pressure cooker

Cooking food at a higher temperature and pressure greatly reduces cooking time and energy use.

You used 30% less energy in Cooking compared to similar homes in the last bill period. Great job!

[Learn more](#)

Unblock your vents

Blocked air vents significantly reduce airflow in your cooling system. Make sure your vents are clear of obstructions (like furniture) to maintain a comfortable indoor temperature.

[Learn more](#)

Top Tips for You

Promote personalized energy savings tips or programs that are relevant to each member to boost participation and CSAT.

