



PRESS RELEASE

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A DIGITAL EXPERIENCE FOR CHOOSING SOLAR ENGIE CHANGES THE PHOTOVOLTAIC RULES IN ITALY

Italian households now have the opportunity to switch to solar energy with a conscious, simple and cutting-edge buying experience. ,ENGIE's new offer takes the client through a digital and awesome customer journey, from initial consulting, through customisation of the solar system, to implementing the plant and managing it over time.

This new way of experiencing solar energy is offered by **ENGIE Italia** in partnership with **Sungevity**, an international leader in the photovoltaic sector, which recently joined the ENGIE Group.

The digital experience we propose represents an innovative approach that starts with listening to customers to understand their needs and customize solutions. Next comes design of the solar system, based on a state-of-the-art design software using high-definition satellite imagery and algorithms. The solar consultant, after careful analysis of consumption and lifestyle in the home, then develops and uses co-browsing to explain to the customer the various solar system possibilities, along with the economic-financial plan for assessing investment profitability.

Once the preferred solar system has been selected and any optional extras (financing, supplying additional green electricity, remote monitoring system), the installation is prepared and carried out by a network of expert installers, typically within one day. The experience does not end with system testing, but continues with a remote monitoring service, ensuring the system works properly whilst also giving the customer insight in performance of their system, and a customer service focal point for potential assistance.

The offer is now limited to 4 Italian regions (PIEDMONT, LOMBARDY, EMILIA ROMAGNA and APULIA), to be extended throughout Italy by 2018.





In a varied panorama of small traditional installers and standard solutions, ENGIE and Sungevity's offerings aim at a smart, knowledgeable, customised and good value-for-money photovoltaic choice (eg a 3kWp plant starting from 5,500 euros), combined with dedicated customer service throughout the system's life cycle.

"One of ENGIE Italia's strategic priorities", said Olivier Jacquier, CEO of ENGIE, "is to increase distributed generation from renewable sources and self-consumption of energy. Our entry into the household solar market, with a innovative and digital offer, testifies to that ambition.

ENGIE

ENGIE develops its businesses (power, natural gas, energy services) around a model based on responsible growth to take up today's major energy and environmental challenges: meeting energy needs, fighting against climate change and maximizing the use of resources. ENGIE employs 153,090 people worldwide in over 70 countries. ENGIE in Italy proposes global offerings across the entire energy value chain, from supply to services, with a focus on innovative products and energy-efficient solutions and integrated management. With over 2,800 collaborators in over 50 offices throughout the country, ENGIE Italia is the first operator in energy services, the second in gas supply (on the wholesale market), the fifth in electricity generation. It is present in all segments: residential, tertiary, public and private, small and large industry

