HELLENIC ELECTRICITY DISTRIBUTION NETWORK OPERATOR S.A.

NOTICE OF CALL FOR TENDERS No ND-207

PROJECT: "Pilot Telemetering and Management System for the Electric Power Supply Demand by Residential and Small Commercial Consumers and Implementation of Smart Grids"

CONSUMER WEB PORTAL

Introduction

This issue includes the technical specifications of the Consumer Web Portal (CWP) that is to be used in combination with the other services of HEDNO's telemetering system.

The consumer web portal is a personalized web page that provides the consumer with the ability to access information associated with energy consumption. Access is intended to be straightforward but secure.

The consumer web portal allows consumption information to be displayed in a number of formats including tabular as well as graphically. The user has the ability to select the time period to display as well as the periodicity (with selectable detail degree) of the data. This will provide the consumer the ability to view data on a daily, monthly, or yearly basis and make comparisons to prior periods. Historical data will be available to consumers for a time period of at least 24 months.

The consumer web portal shall have advanced analytic capabilities to assist in understanding consumer energy usage. The consumer web portal permits messages to be sent from HEDNO to the consumer in order to inform him. It also permits messages to be sent from the consumer to HEDNO, without having to use third-party emailing systems.

The consumer web portal also permits the user to interact with HEDNO regarding preferences in information sent by mobile messaging. This includes messages to be delivered to mobile platforms, periodicity of those messages, do-not-disturb time, etc.

The consumer web portal permits user to manage his preferences. This capability allows the consumer to update his data, including email addresses, mobile phone numbers for SMS/texting capabilities, messaging preferences, and alarm/alert notification types.

The consumer web portal allows consumer to access a database that includes response to frequently asked questions, equipment user such as in-home displays (IHDs) or other consumer equipment.

Consumer web portal shall use the latest technology in web security to ensure that data from the consumer's PC to the web portal is encrypted. SSL, cookies, and 2-step verification using email and/or cellular verification codes must be available to prevent unauthorized access to a consumer's account.

It is estimated that the concurrent access of users to the Consumer Web portal will be approximately 3% of all users of the pilot. The Contractor must demonstrate the above requirement through appropriate stress tests (stress test).

Functionality

Consumption Data

1. The CWP shall provide consumption data to consumers at the highest available

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resolution.

2. The CWP shall provide current average daily/weekly/monthly/3month energy consumption and/or production.
3. The CWP shall provide the ability for consumers to compare energy usage between different periods in tabular format.
4. The CWP shall provide the ability for consumers to compare energy usage between different periods in graphical format.
5. The CWP shall provide consumption in different intervals of aggregation, e.g. hourly data for the last 7 days, daily consumption data of a month, weekly consumption data of a year, monthly consumption of two years, etc.
6. The CWP shall permit the user to select start date, end date, and desired resolution for data presentation.
7. The CWP shall provide the ability for consumers to download their energy usage in a CSV or Excel format.

Messaging

8. The CWP shall have the ability to send messages to the consumer, related to his energy bahavior.The CWP shall be configured such that messages from HEDNO that require responses different than just a "Yes / No" from the consumer, can be composed in the CWP without additional interaction.
9. The CWP shall enable messages to be sent from the consumer to HEDNO, allowing direct communication without having to use third party emailing systems.
10. The CWP shall always record system messages and user activity within the CWP, regardless of the consumer preferences to receiving messages.
11. CWP messages from HEDNO shall have the ability to set "acknowledge" requirements so that when viewed on the CWP the acknowledgement state will be known.

Preferences

12. The CWP shall permit the consumer to select at least one method of messaging including emails and/or SMS/text messaging.
13. The CWP shall permit the consumer to configure parameters concerning mobile and web platform preferences, including messaging types (notifications), periodicity of messages, do-not-disturb time, notification types, etc.

Self-Help

14. Operation manuals for every device, such as In-Home Displays, shall be available for viewing and downloading through CWP.
15. The CWP shall provide the ability to search for information in a variety of ways including queries, keywords, partial and full sentences.
16. The CWP shall have the ability to provide self-help information from internal and/or external sources.
17. The CWP shall have the ability to provide information via an easily updated FAQ (Frequently Asked Questions) section.

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18. The CWP self-help interface shall have a Glossary of Terms / Dictionary.
19. The CWP self-help interface shall have a tutorial on how to read the meter.
20. The CWP self-help interface shall have the ability to provide Privacy Policy information.
21. The CWP self-help interface shall include HEDNO's contact information.

Platform

22. The CWP platform shall allow multiple meters to be associated to an account so that a consumer who has registered for multiple meters can view their consumption data.
23. The CWP shall be available in the Greek and English language upon user selection.

Setup & User Accounts Management

24. The CWP shall provide the ability to create and update user passwords, update user email accounts and to send notifications related to the recovery of password procedure through predefined user preferences (email, web, SMS / text).

Security

25. The CWP user account setup/maintenance functionality shall provide the ability for a two-step verification, for any login detected from a different web browser or PC. An acceptable two-step verification would be the email/web portal or SMS/web portal validation.
26. Web browser connection with the CWP shall be with HTTP with SSL (HTTPS).
27. The CWP shall require a minimum of 128-bit encryption for security for the web browser.
28. The CWP configuration shall require secure cookies to prevent session stealing.

Customer Service Representative

29. The Contractor shall provide customer service representative (CSR) support for all web-based interfaces and associated products at least during working days and hours.
30. The CWP platform shall provide the ability to authorized users like CSRs to replicate the same data as viewed on the CWP by the consumer.

Statistical Analysis

31. The vendor shall provide a method to track user CWP interactions. These data will be available to HEDNO for further processing.

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