



HELLENIC ELECTRICITY DISTRIBUTION NETWORK OPERATOR S.A.

NOTICE OF CALL FOR TENDERS No ND-207

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

CONSUMER MOBILE PLATFORM

Introduction

This document establishes the technical specifications of the consumer mobile platform that is to be used in combination with the other services of HEDNO telemetering system.

The consumer mobile platform allows HEDNO to communicate directly with the consumer via a combination of text messages (SMS) and/or mobile-enhanced web interface. Text messaging can be one-way, from HEDNO or other authorized partners to the consumer, or it can be two-way, initiated from HEDNO (or authorized partners) to the consumer with a response from the latter.

Text messaging is intended to be sent to both non-graphical cellular phones as well as smart phones. It is also possible that properly-configured table devices could also receive cellular messages.

Receiving text messages from HEDNO (or authorized partners) is user configurable from the consumer web portal. The consumer has complete control over the types of messages, the frequency of messages, and the time of day/days of the week to receive messages. HEDNO reserves the right to override these settings for emergency-related events or for critical messages (such as scheduled power outage, etc.).

The consumer mobile platform allows graphical mobile phones as well as tablet devices to access a mobile-optimized version of the consumer web portal. This mobile-optimized version presents the majority of the capabilities of the web-based consumer portal. Android, iOS and Windows Mobile operating systems must be supported within the consumer mobile platform.

It is estimated that the concurrent access of users to the Mobile Platform will be approximately 3% of all pilot users. The Contractor must demonstrate the above requirement through appropriate stress tests.

Functionality

Consumption Data

Energy consumption data must be provided by HEDNO to the consumers that request them using their mobile device.

1. The CMP shall provide for reading consumption data at the highest available resolution.
2. The CMP shall provide the current average daily/weekly/monthly/quarterly energy consumption for viewing on mobile devices.
3. The CMP shall provide the ability for consumers to compare energy usage between different periods in tabular format on their mobile device.
4. The CMP shall provide the ability for consumers to compare energy usage between

- different periods in graphical format on their mobile device.
5. The CMP shall provide consumption data 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 data of two years, etc. on their mobile device.
 6. The CMP shall permit the user to select start date, end date, and desired resolution for data presentation on their mobile device.
 7. The CMP shall provide at least 24 months of consumption/production data to the consumer on their mobile device.

Messaging

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

Preferences

12. The CMP shall permit the consumer to select at least one method of messaging including emails and/or SMS/text messaging.
13. The CMP 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 mobile device.
15. The CMP shall have the ability to search for information in a variety of ways including queries, keywords, partial and full sentences.
16. The CMP shall have the ability to provide self-help information from internal and/or external sources.
17. The CMP shall have the ability to provide information via an easily updated FAQ (Frequently Asked Questions) section.
18. The CMP self-help interface shall have a Glossary of Terms / Dictionary.
19. The CMP self-help interface shall have a tutorial on how to read the meter.
20. The CMP self-help interface shall have the ability to provide Privacy Policy information.

21. The CMP self-help interface shall include HEDNO's contact information.

Add-ons

22. The CMP 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 CMP shall be available in the Greek and English language upon user selection.

24. The CMP must support Android, iOS and Windows Mobile operating systems.

Setup & User Accounts Management

25. The CMP 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

26. The CMP user account setup/maintenance operation shall provide the ability for two-step verification, for any login detected from a different web browser or device . An acceptable two-step verification would be the email/web portal or SMS/web portal validation.

27. The CMP shall require encryption using latest security methods.

Customer Service Representative

28. The Contractor shall provide customer service representative (CSR) support for all CMP operations, at least during working days and hours.

29. The CMP platform shall provide the ability to authorized users like CSRs to replicate the same data as viewed on the CMP by the consumer.

Statistical Analysis

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