



ENGIE Energy Access

**A new business for reaching the
energy last mile in Africa**

Africa's energy access challenge

Over 600 million in sub-Saharan Africa

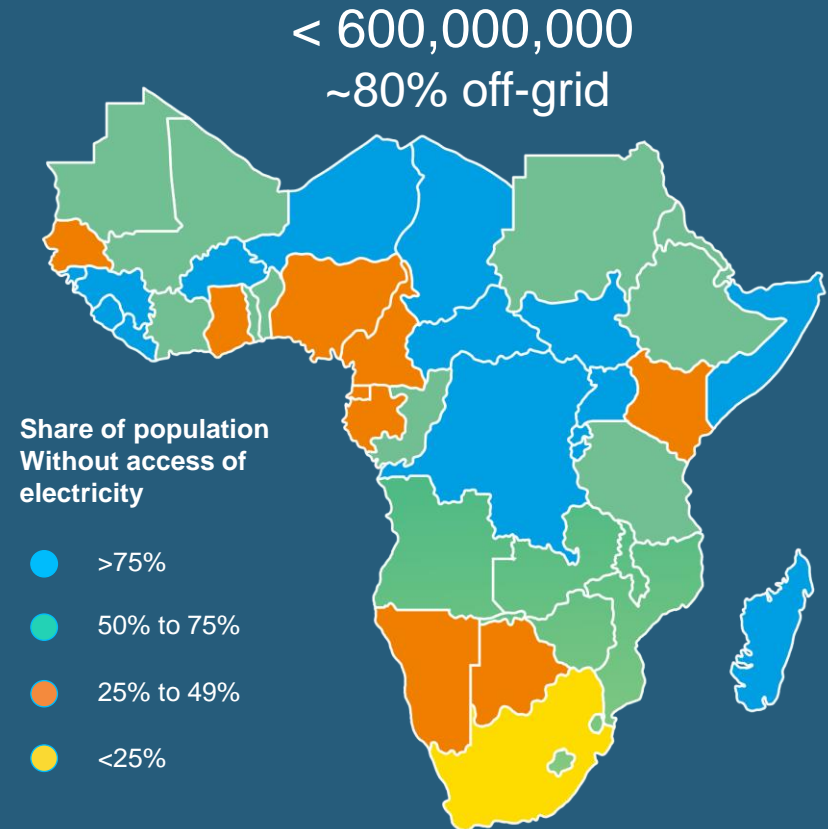
live without access to electricity (~80% are off-grid)

The stakes are enormous:


Africa's population is projected to double over the next 30 years to more than 2 billion.

All of this will have **huge implications** for access to energy and clean water, including increased demands on sanitation, purification and irrigation for agriculture, etc.

The decentralized, renewable energy that **ENGIE** offers is **the lowest cost and most environmentally friendly option** for the future of Africa and our planet.



Source: International Energy Agency(2017), Energy Outlook 2017.

A young woman with short dark hair, wearing a red long-sleeved shirt with a colorful pattern, is sitting at a desk and smiling while writing in a notebook with a black pen. The background is a wall made of reddish-brown bricks.

ENGIE's solution

ENGIE kicked off the **Access to Energy (A2E) strategy** to address this challenge and facilitate last-mile energy access.

This strategy has **evolved into a business entity** with the integration of Fenix International & ENGIE Mobisol, and Mini-grids provider ENGIE Power Corner to form **ENGIE Energy Access**.

Source: International Energy Agency(2017), Energy Outlook 2017.

ENGIE Energy Access

We deliver life-changing, affordable, reliable, and sustainable energy solutions with exceptional customer experience.

Today ▼

1 million+

customers

5 million+

lives impacted

1,700+

employees

9 countries

By 2025 ▼

4 million+

customers

20 million+

lives impacted

1000+

mini-grids



A leader in Africa's access to energy market

With ENGIE Energy Access, ENGIE is now a leading off-grid, Pay-As-You-Go (PAYGo) and Mini-grid solutions provider in Africa.



Solar Home Systems

We design, manufacture, distribute, finance and provide last mile service for our SHS products.



Mini-grids

We enable economic growth by promoting income generating activities and productive usage with our mini-grids.



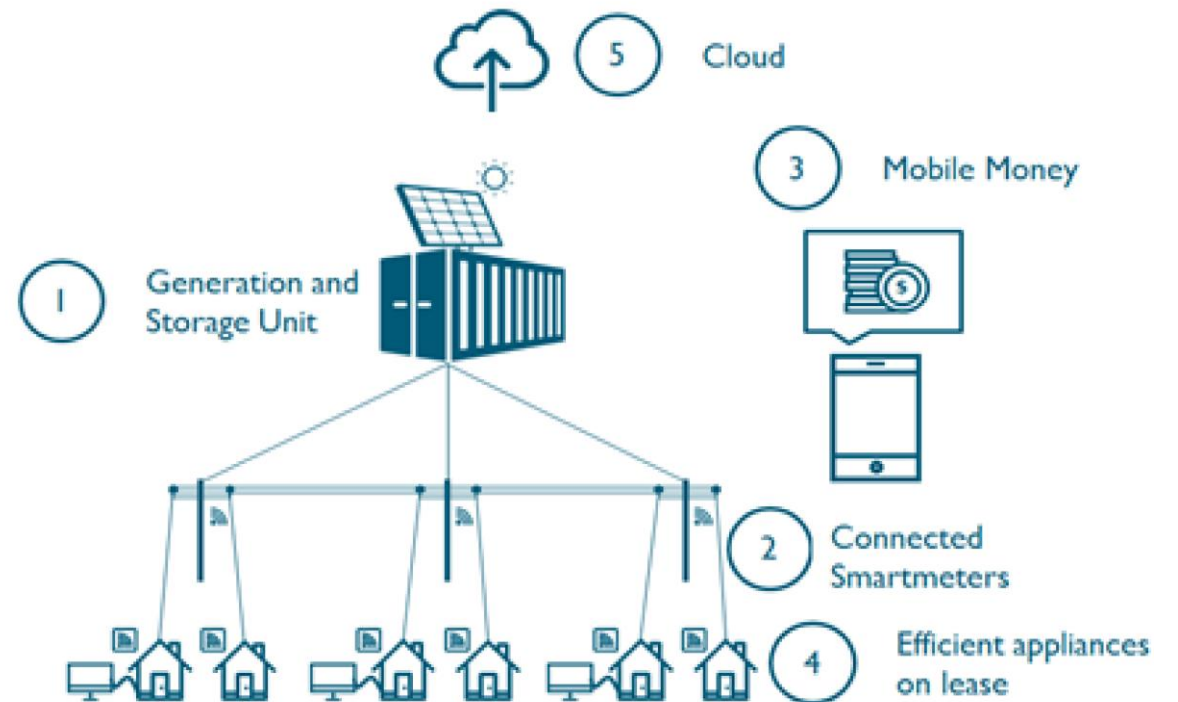
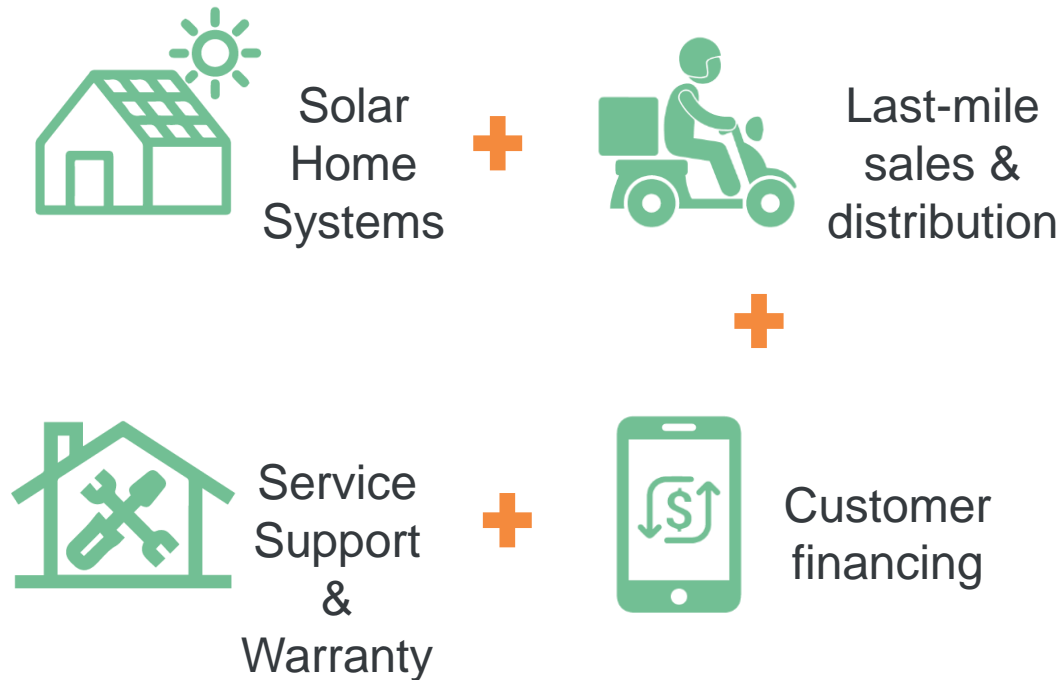
Software Solutions

We provide for businesses in need of a fully integrated PAYG (Pay-As-You-Go) platform.

Our business model

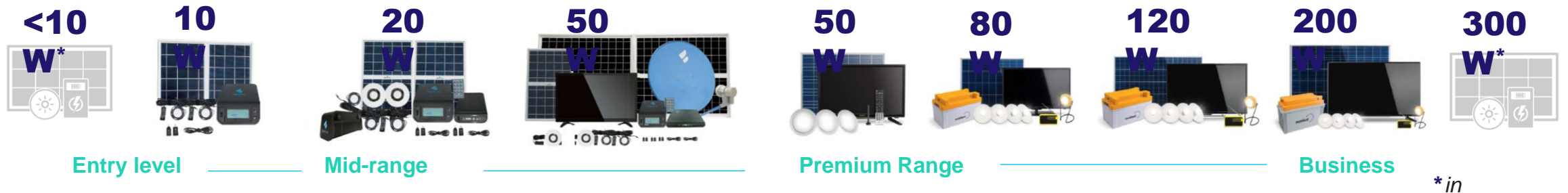
▼ Solar Home Systems

▼ Mini-grids

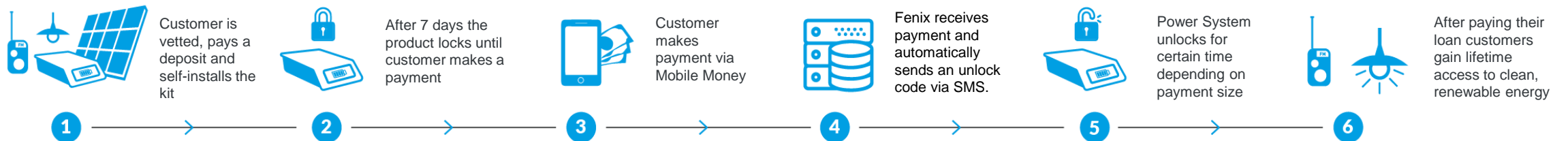


Our Product: Solar Home Systems

Our plug and play systems range from 10W to 200W to meet diverse customer needs (from basic lighting and phone charging to larger household and small business appliances) and are financed through affordable mobile payments as low as \$0.14 per day.



Fenix Customer Journey



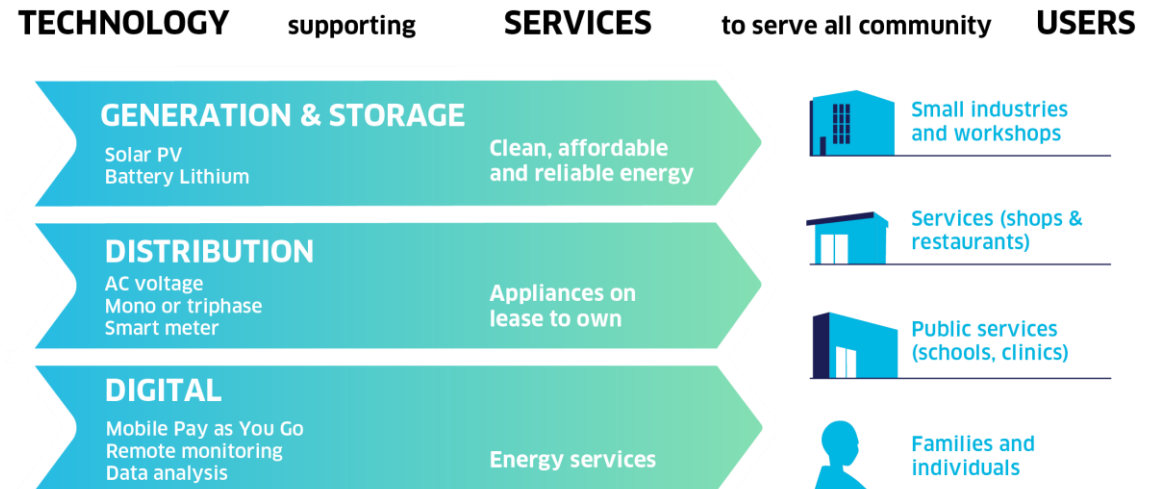
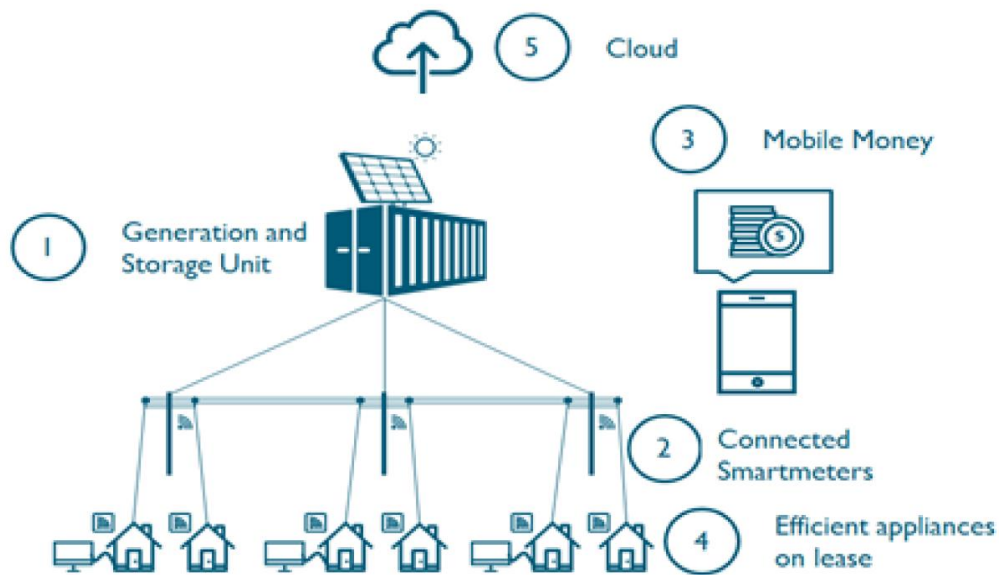
Mobisol Customer Journey



Our Product: Mini-grids

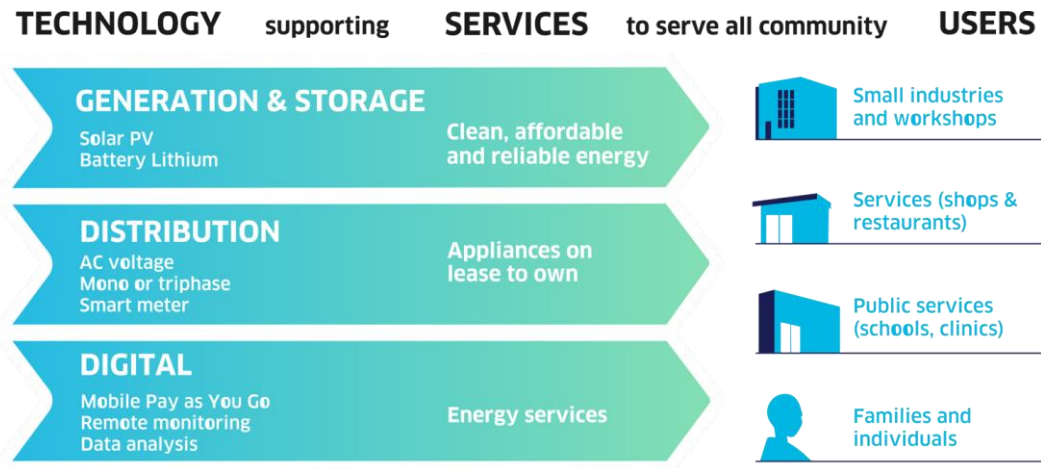
The mini-grids strategy is axed around development of income generating activities and productive usages as a key enabler of economic growth and welfare in rural areas in Africa. This anchor load forms a cornerstone of financial sustainability of mini-grids.

How it works



Over 90% of customers declare increased income and improved quality of life due to longer operating hours, more efficient operations, new/better services and more customers.

Mini-grids: the union of technology and services



Small Industries

- Tailoring
- Welding
- Woodwork
- Air compression




Services

- Barbing
- Restaurant
- Health center



Agriculture & Food

- Milling(flour)
- Water pumping (irrigation)
- Cooking
- Cooling

A photograph of a family of four standing in front of a traditional thatched-roof hut in a rural setting. The father, wearing a yellow shirt, stands in the back center. To his left is a young girl in a white patterned top, and to his right is a young boy in a grey shirt. In the front center is a young girl wearing a yellow headscarf and a patterned dress. The hut has a thick thatched roof and wooden pillars. A blue bowl and some shoes are visible near the entrance. The background shows trees and a cloudy sky.

***How do we sell our solutions
to unbanked customers who
cannot afford to pay upfront,
and cannot prove their credit
worthiness?***

We use PAYGo technology

A combination of low daily payments, starting from as low as € 0.17...



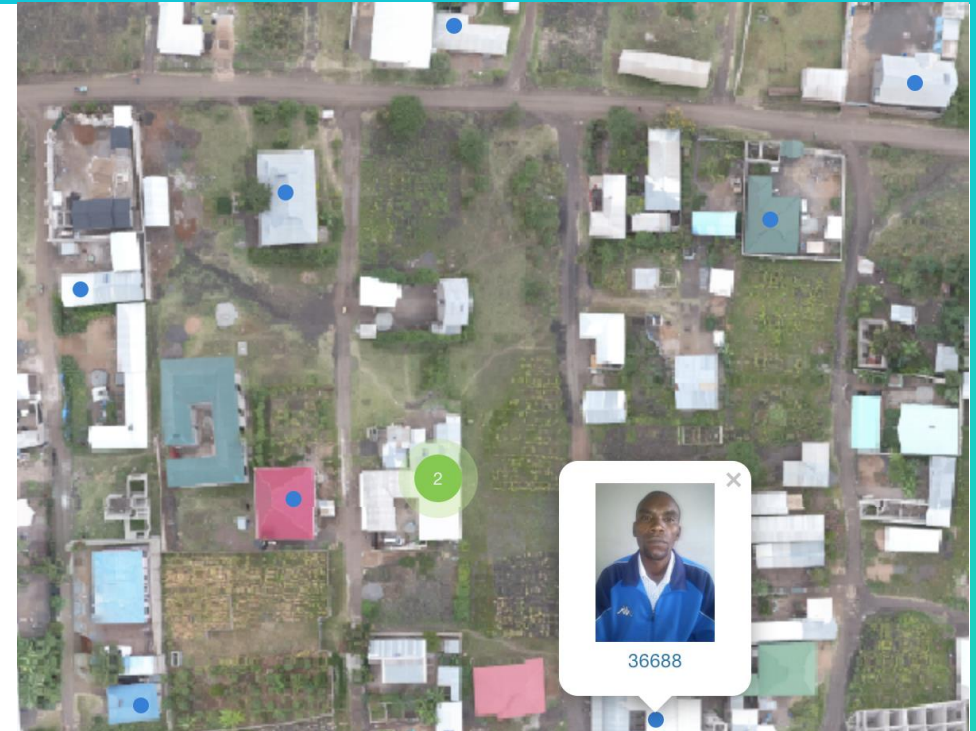
... with the ability to turn a system on or off depending on payment status.

Offgrid but visible

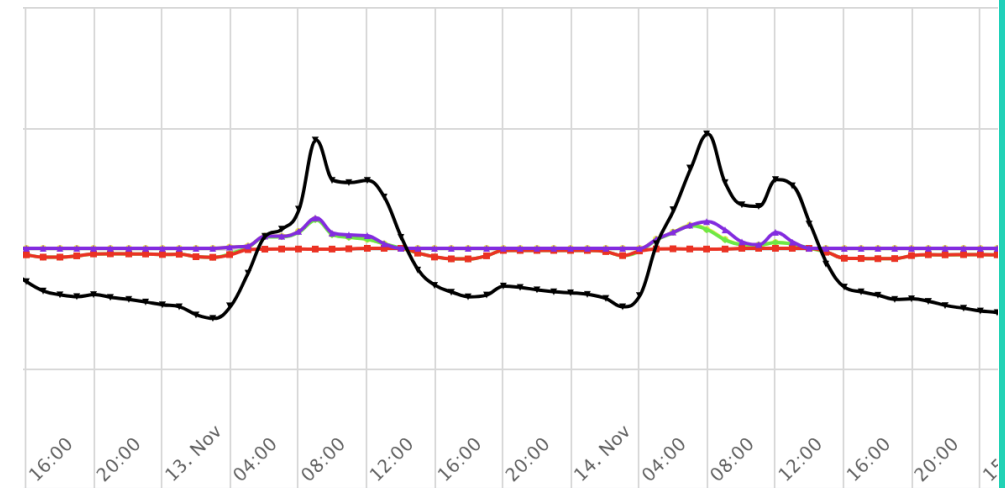
IoT where it is most needed

Due to the huge geographical expansion of our operating area and the infrastructural deficits we need to be connected to our systems

- Most SHS and minigrids are connected via GSM to a server that monitors conditions and raises technical alerts
- This connection is also used to lock / unlock devices automatically when digital payments are received
- This IoT connection helps us to understand utilization of system, see opportunities to upselling and allow remote maintenance



Power & Voltage Data

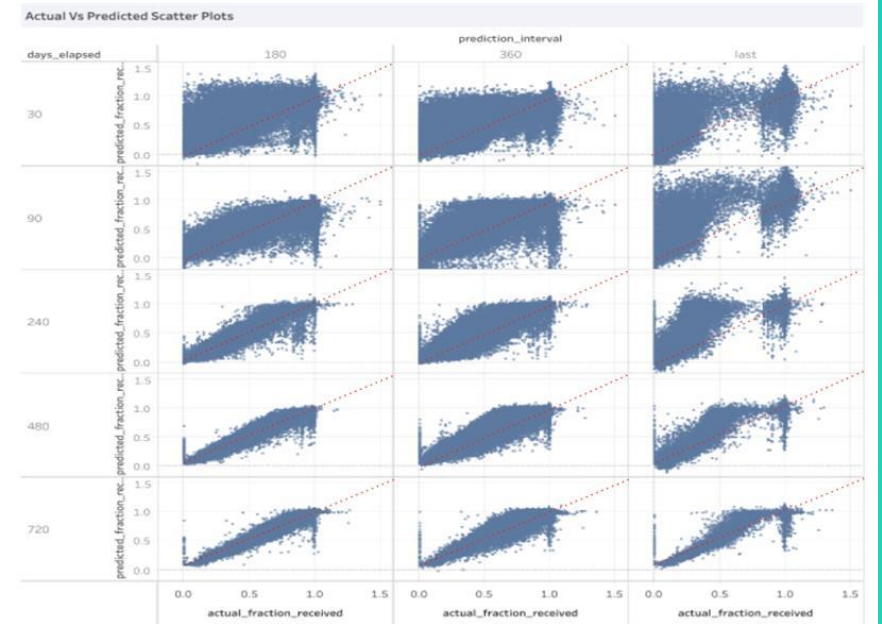
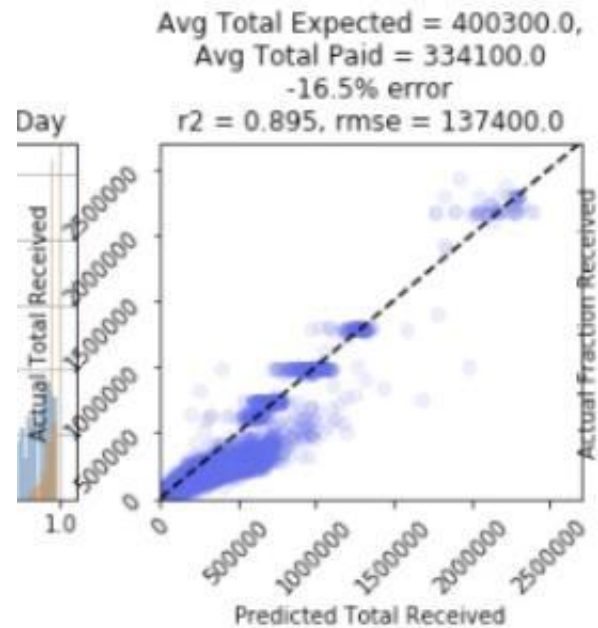
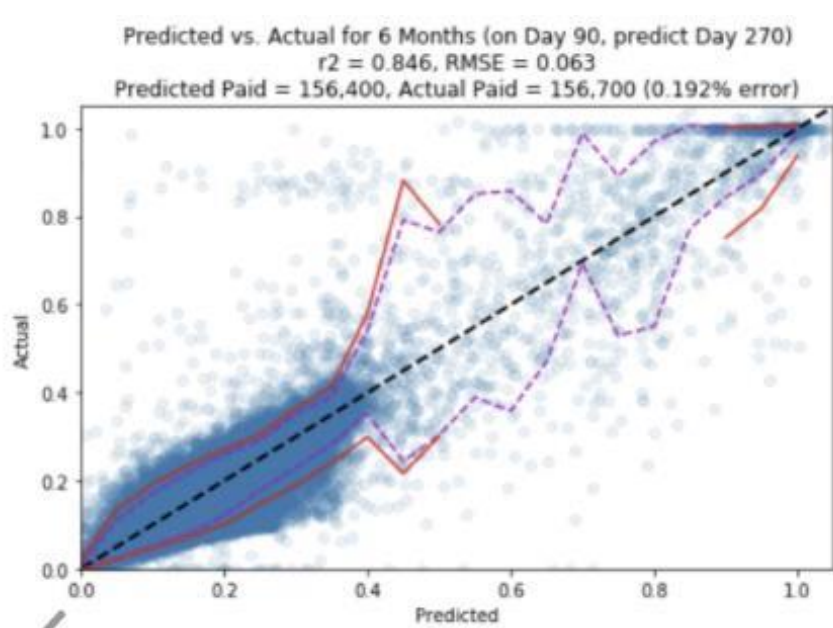



How do we determine which customers are willing and able to pay for our solutions, to make our business sustainable?



We use data

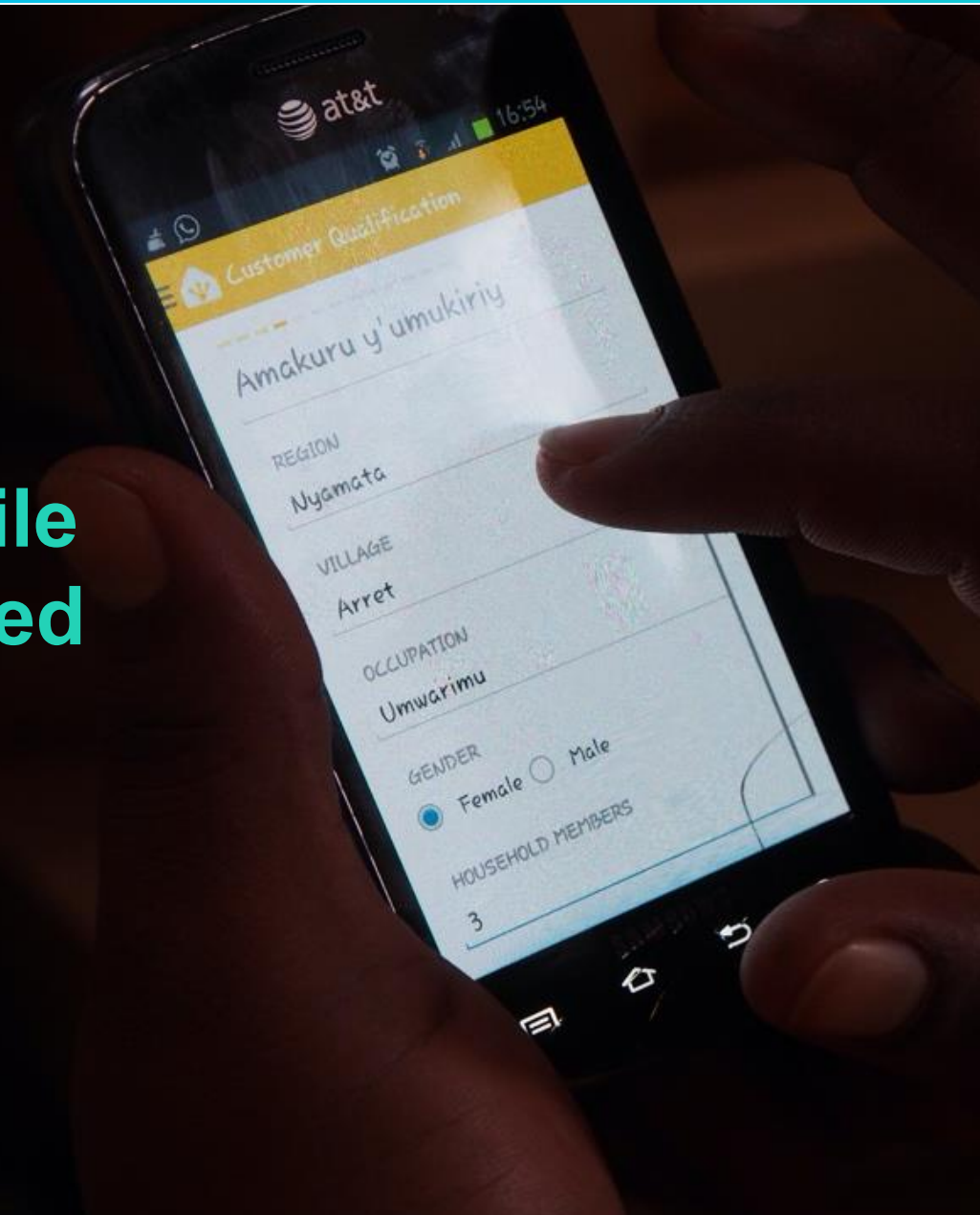
- Customer assessment / credit score model
- Sophisticated prediction model based on repayments and IoT data that predicts future portfolio development
- Intervention model to interact with these customers first where likeliness to repay is highest

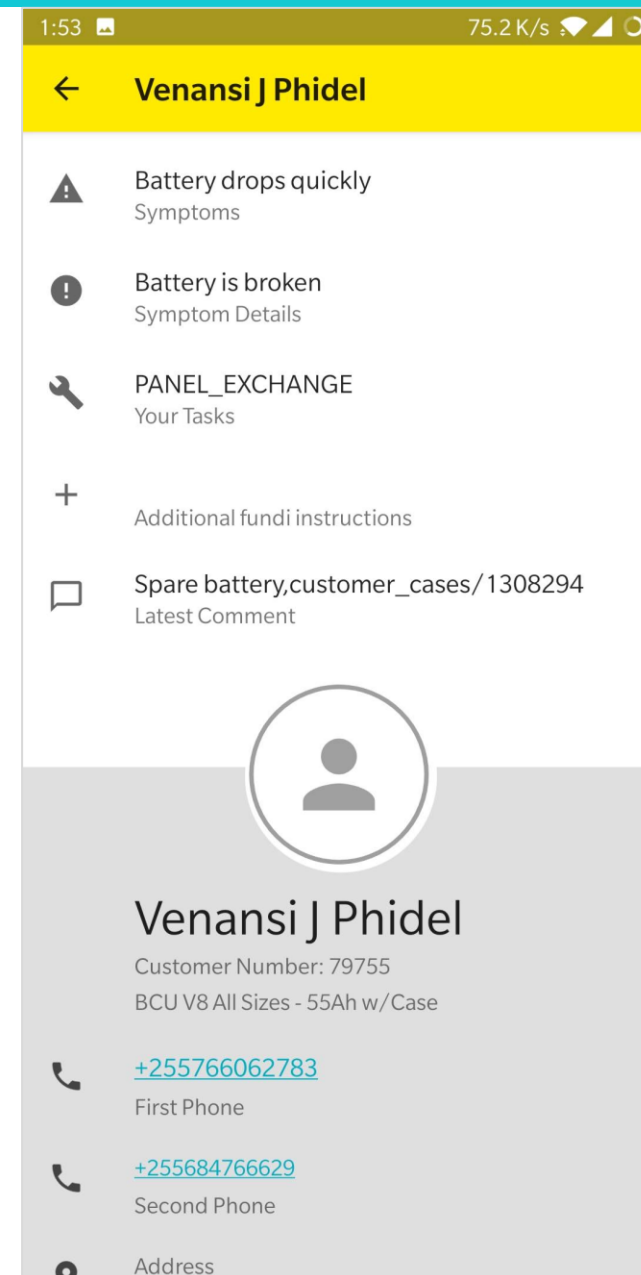
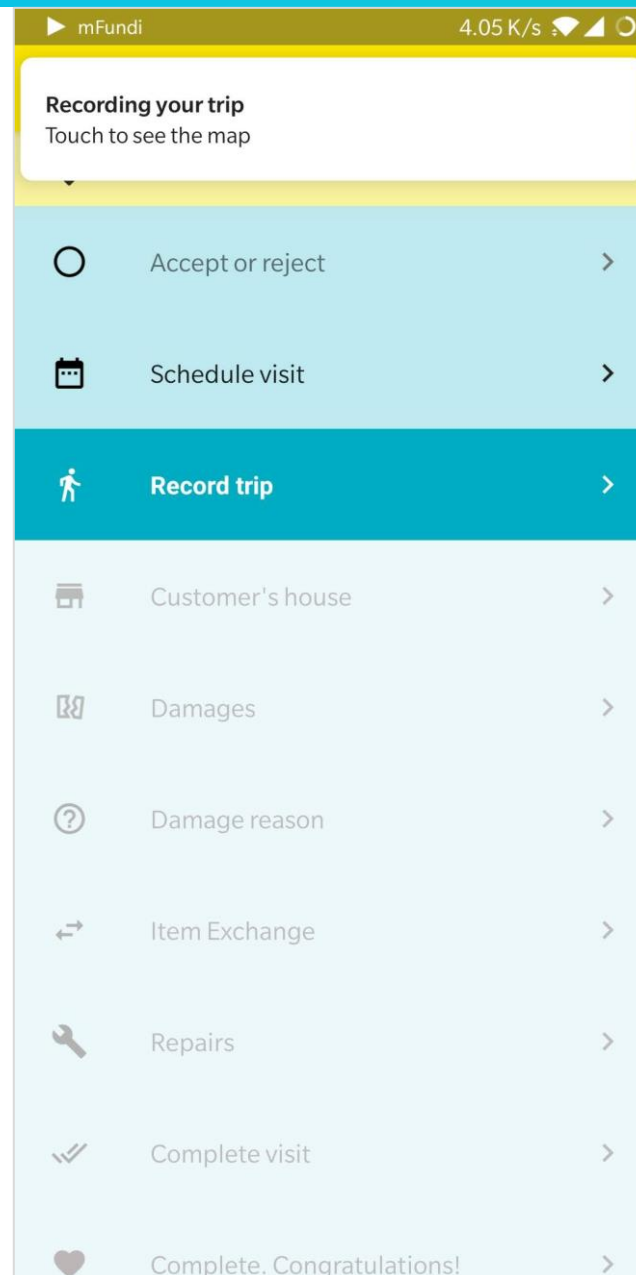
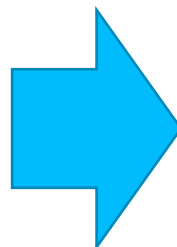
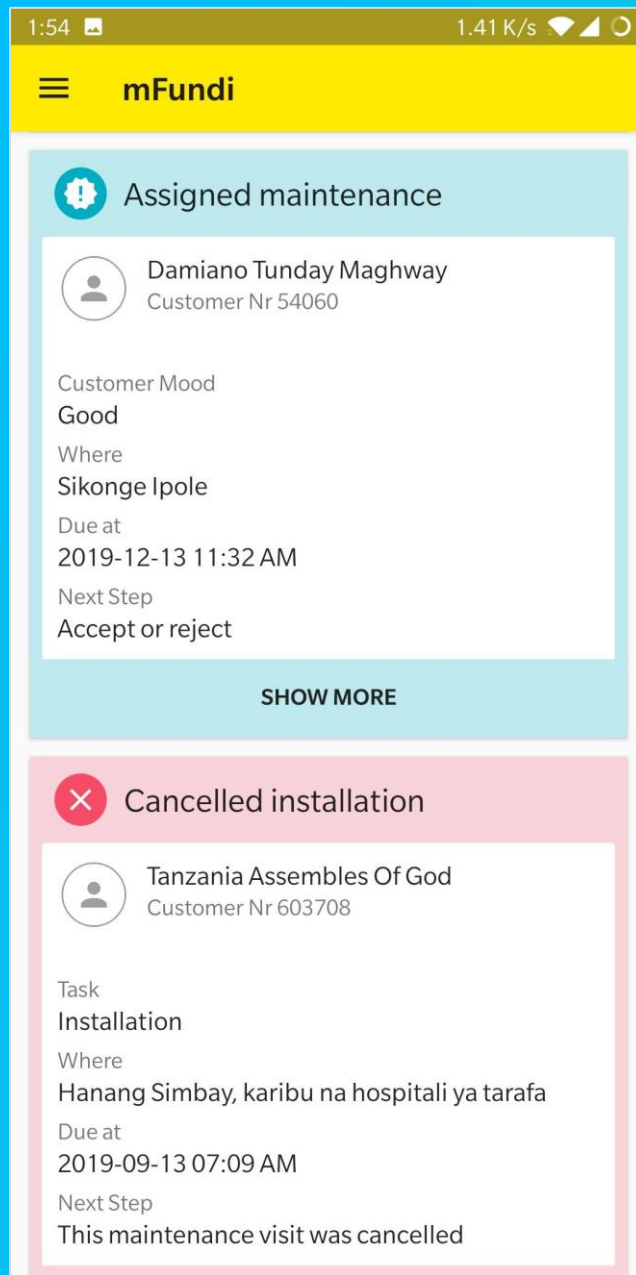


An aerial photograph of a remote village in a dry, red landscape. The terrain is covered in sparse green vegetation and scattered trees. Several small, simple buildings are visible, some with corrugated metal roofs. A dirt road winds through the landscape, and a white vehicle is driving on it, kicking up a cloud of dust. The overall scene suggests a challenging environment for service delivery.

How do we provide high-touch service to customers in remote and difficult to reach locations?

**We create
specialized mobile
workforce oriented
tools**







100.000+ visits



ENGIE Energy Access

**Deliver
life-changing,
affordable, reliable,
and sustainable
energy solutions
with exceptional
customer experience**

