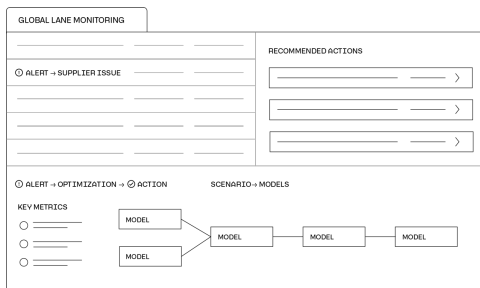


## OVERVIEW

### Palantir Foundry harnesses operational complexity — to drive scaled outcomes.

Utilities have a data ecosystem of ever-increasing complexity that is challenging to leverage for operations. Palantir partners with utilities across the globe to help modernize the grid, reduce risk, improve safety, and adapt to changing demand and production patterns. Foundry helps unify a utility's data landscape and can power decisions across the value chain. Our partners have deployed workflows such as emergency response, regulatory reporting, asset maintenance strategy, vegetation management, and risk-driven work planning.

## SOLUTION



**DATA-POWERED OPERATIONS** | Learn how data and reports were generated not only today, but at any point in the past.

## FOUNDRY'S IMPACT ACROSS THE VALUE CHAIN



### Grid Operations

Asset Failure Investigation • Emergency Response Operations • Regulatory Reporting • Work Planning • Preventative Asset Maintenance • Vegetation Management • Risk Models • EV Network Expansion



### Customer Care

Customer Notifications • Service Contracts Management • Next Best Action • Customer Experience • Demand Planning • Customer Segmentation & Outreach for Billing



### Power Generation

Supplier Management • Maintenance Allocation & Planning • Primary Heat Transfer Systems • Turbine Downtime • Minimization • Wake Steering • Site Planning • Trading Portfolio Management • Minimizing Carbon Emissions

## RESULTS

### Impact Study – Outage Customer Notifications

#### SUMMARY <sup>01</sup>

Improve the customer notification process by communicating before, during, and after outages with increased timeliness and accuracy. Build customer-centric logic to power notifications including contact history, customer details, and current outage status. Track notifications and escalations to ensure proper delivery, particularly for critical customers.

#### KEY DATA SOURCES <sup>02</sup>

- Customer (location, contact info)
- GIS for distribution assets
- DMS/OMS for current outages
- Meteorology forecasts
- Integrate with notification broadcaster

#### WHAT YOU'LL GET <sup>03</sup>

- **Common operating picture** of emergency events.
- **Recommendation engine** for notifications (before-outage, in-event, estimated time of restoration, etc.)
- **Feedback loop** to track progress.
- **Regulatory reporting** toolkit.

#### KEY PARTNERS <sup>04</sup>

- Data source owners
- Emergency operations
- Customer relations

#### → 8 WEEKS TO PRODUCTION

