UTILITY SPOTLIGHT

NES Copilot Pilot and How It Changed Our Business

A panel discussion on adoption, governance, value and Agent Assist

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1 | ADOPTION

Start small.
Learn fast.

From Small Experiment to Enterprise Capability

A deliberate progression: learn, measure, govern, scale



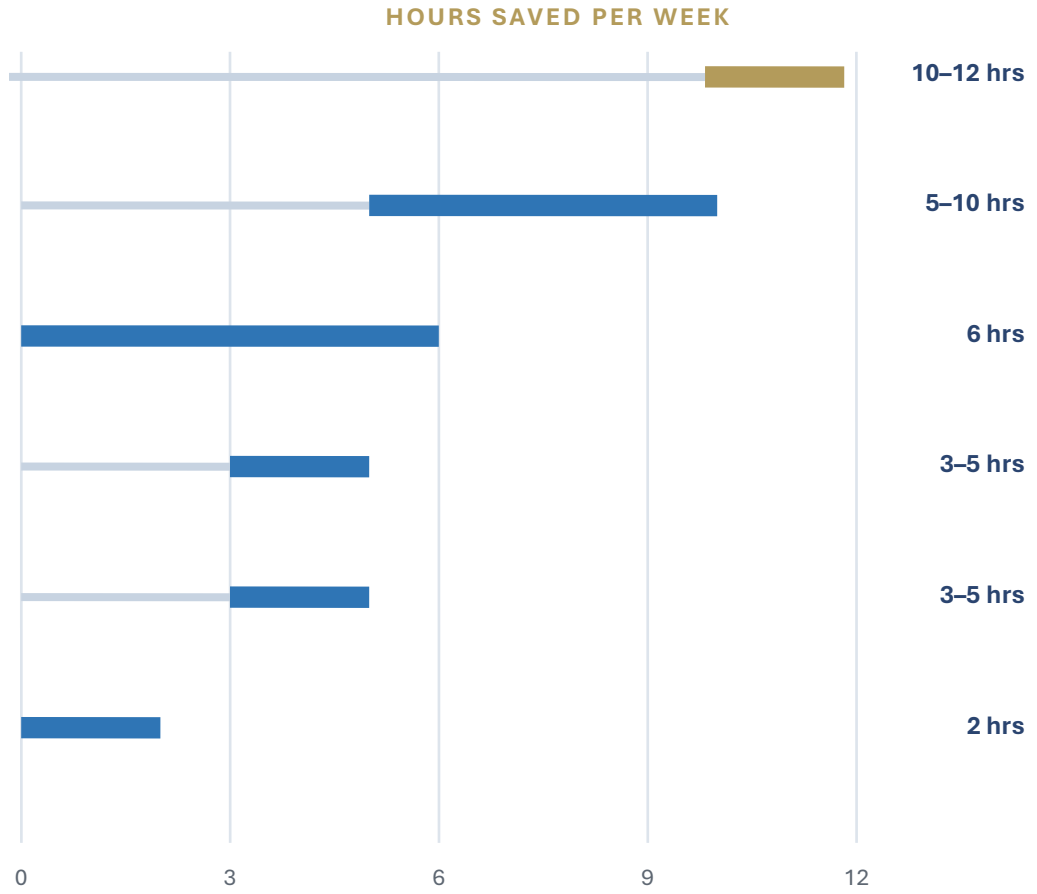
START SMALL Nov '24	PILOT WITH PURPOSE Jan – Apr '25	PROVE VALUE May-Jul '25	SCALE RESPONSIBLY
10 IT users	**Cross-functional pilot**	**Evidence + ROI**	**Up to 200 licenses**
Explore what's possible Develop Expertise	Business "digital champions" 120-day pilot Microsoft Training & Support	Use cases, time saved, quality and confidence ITGC Review	Change champions, quarterly usage and ROI reviews

Governance guardrails: existing permissions • secure tenant data • executive decisions • follow-up actions

ROI at Specific NES Pilot Users

Participant-reported time savings documented for the July 2025 ITGC

Customer Service Representative	Customer responses, call summaries and resolution notes
Solution Architect	Technical research, scripts and documentation
Project Manager	Large-report summaries and polished communications
Engineer	Compliance documentation, troubleshooting and communications
Attorney	Document summaries, research, drafting and editing
Sustainability Manager	Complex program descriptions and reporting



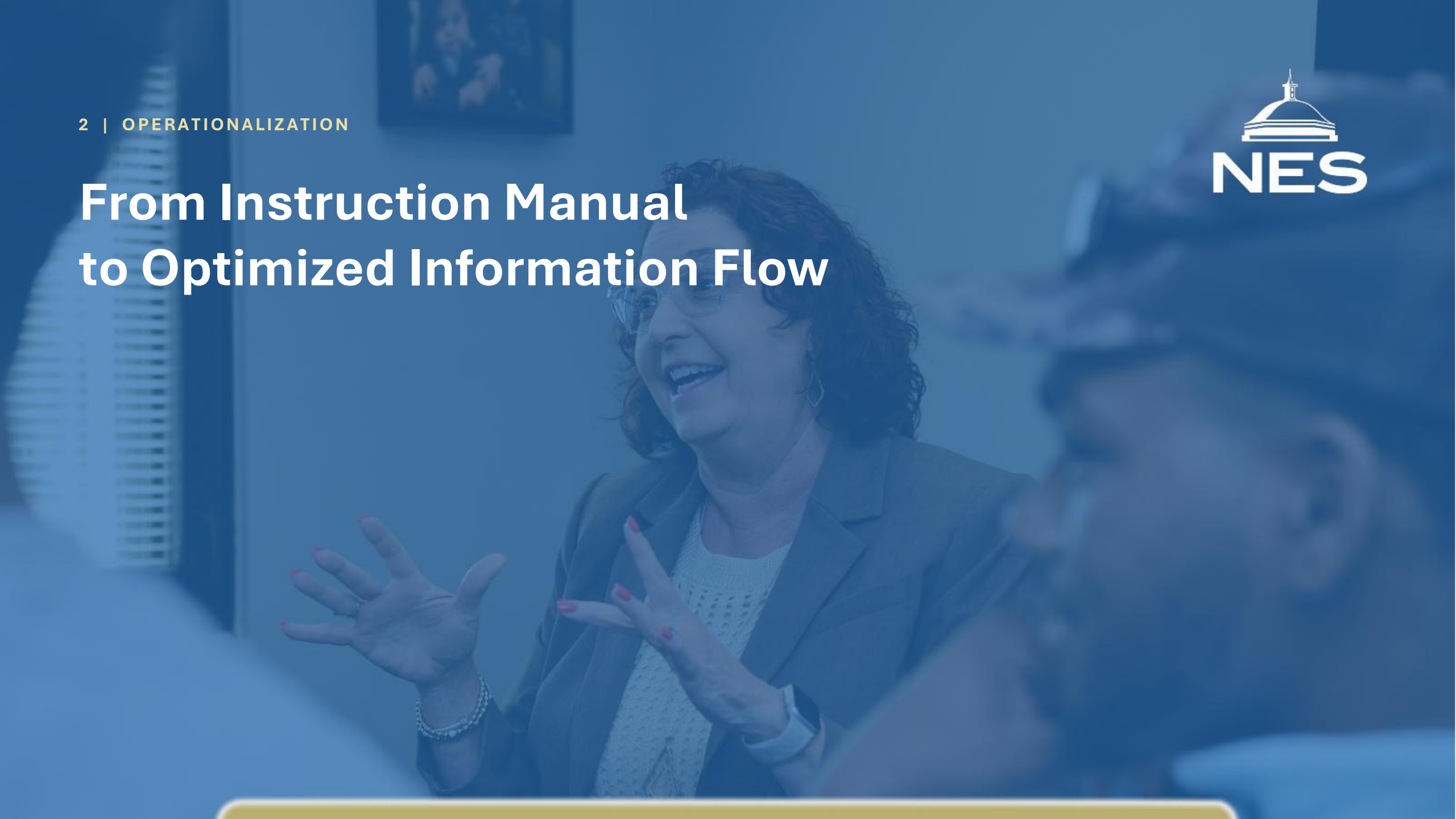
The Governance Decision

Scale with accountability, not just enthusiasm

$360	5 HOURS	200	$72K
per user / year	annual break-even at NES average OPEX	initial license cap	annual cost at cap

Assign	Enable	Measure	Adapt
Leaders identify named users	Train for safe, effective use	Review usage, KPIs and ROI quarterly	Remove inactive licenses; add new capability

From Instruction Manual to Optimized Information Flow



A Focused Agent for a High-Value Moment

The pattern: trusted content, targeted assistance, work in the flow

TRUSTED KNOWLEDGE

Curated NES content

AGENT EXPERIENCE

Focused responses in Microsoft Teams

CSR ENABLEMENT

Faster access to work guidance

CUSTOMER EXPERIENCE

More consistent service support

Reusable lesson for utilities

Start with a bounded workflow where trusted knowledge, clear users and measurable outcomes come together.

Acceptance and Adoption



What We Learned

Adoption is a business change challenge, not a software rollout

DO AGAIN

ENGAGE THE BUSINESS

Representation shaped relevant use cases.

SUSTAIN THE MODEL

Champions, training and reporting keep momentum.

USE THE CROWD NOISE

Excitement can surface demand and accelerate learning.

DO DIFFERENTLY

EXPECT IMPERFECTION

Hallucinations and inconsistent answers require review.

STANDARDIZE WHAT WORKS

Repeatable prompts and a prompt library reduce friction.

BUILD TRUST

People need confidence in data, security and appropriate use.

PANEL DISCUSSION + Q&A

Three questions for your utility

01 **Where could a focused pilot create enough value to learn?**

02 **Who needs to be involved to build trust and relevance?**

03 **What evidence would leadership need before scaling?**

Discussion + audience Q&A