





# C3 Generative AI for Utilities

## Unified Knowledge Source to Improve Operational Excellence

C3 Generative AI for Utilities enables operators, technicians, and other utilities professionals to rapidly access and act on enterprise and external data and insights through an intuitive search and chat interface.

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| <br><h3>Rapid Access</h3> <p>to relevant, critical, and high-value insights across disparate datastores, applications, and information systems</p> | <br><h3>Utilities Focused</h3> <p>configuration to access insights across grid hierarchies, operating procedures, and regulatory filings, among other sources</p> | <br><h3>Enterprise Grade</h3> <p>data security, access controls and flexible deployment allow enterprises to meet strict security and privacy requirements</p> | <br><h3>Future Proof</h3> <p>investments with a model-agnostic solution architecture that offers multi-LLM support and integrates with existing IT system</p> |
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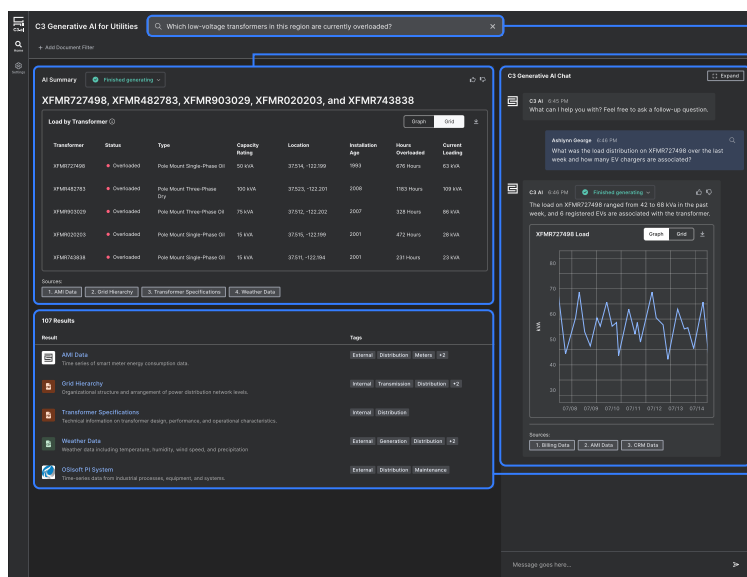
Utilities grapple with a wide variety of operational challenges across generation, transmission, and distribution to provide millions of customers with power, uninterrupted service, and a positive experience. To access the insights they need, utilities professionals often pull information from many disparate sources and lengthy operational manuals.

C3 Generative AI for Utilities accelerates time to insight for utilities professionals, equipping teams to maximize operational efficiency, improve customer experience, and ensure proper regulatory management. Users can ask questions in natural language and receive accurate answers ranging across operating procedures, work and outage management systems, regulatory filings, demand profiles, and asset management plans.

C3 Generative AI for Utilities is an enterprise-ready solution with support across structured and unstructured data, an LLM-agnostic architecture, deterministic responses with source references, and granular access controls. C3 Generative AI for Utilities offers rapid configurability with utilities domain models and pre-built connectors to common data sources such as grid hierarchies, CRM, meter readings, and weather data, among other sources.

### Use Cases

- **Quickly access** insights from internal and external documents and data sources, including key software, operating procedures, and regulatory filings
- **Monitor grid health and resilience** with rapid access across daily demand patterns, load factors, network availability metrics, and emerging grid risks
- **Maximize operational efficiency** with search access to operating procedures, inventory management data, and maintenance records
- **Streamline knowledge transfer** by providing new operators and technicians quick access to training materials and codified subject matter expertise
- **Enhance regulatory management** with summaries that accelerate and focus review of contracts, rate cases, and regulatory filings
- **Improve customer experience** by enabling service teams to search across work and outage management, billing, and CRM systems, among others
- **Use interactive chat** to follow up with additional questions and clarify maintenance next steps in generation, transmission, and distribution



Search  
 Top result for search query  
 Interactive chat for follow up questions  
 Ranked list of results

Figure 1. C3 Generative AI for Utilities accelerates time to insight for operations, compliance, and customer service teams

Ready to Deploy Today, Results in 12 Weeks or Less

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