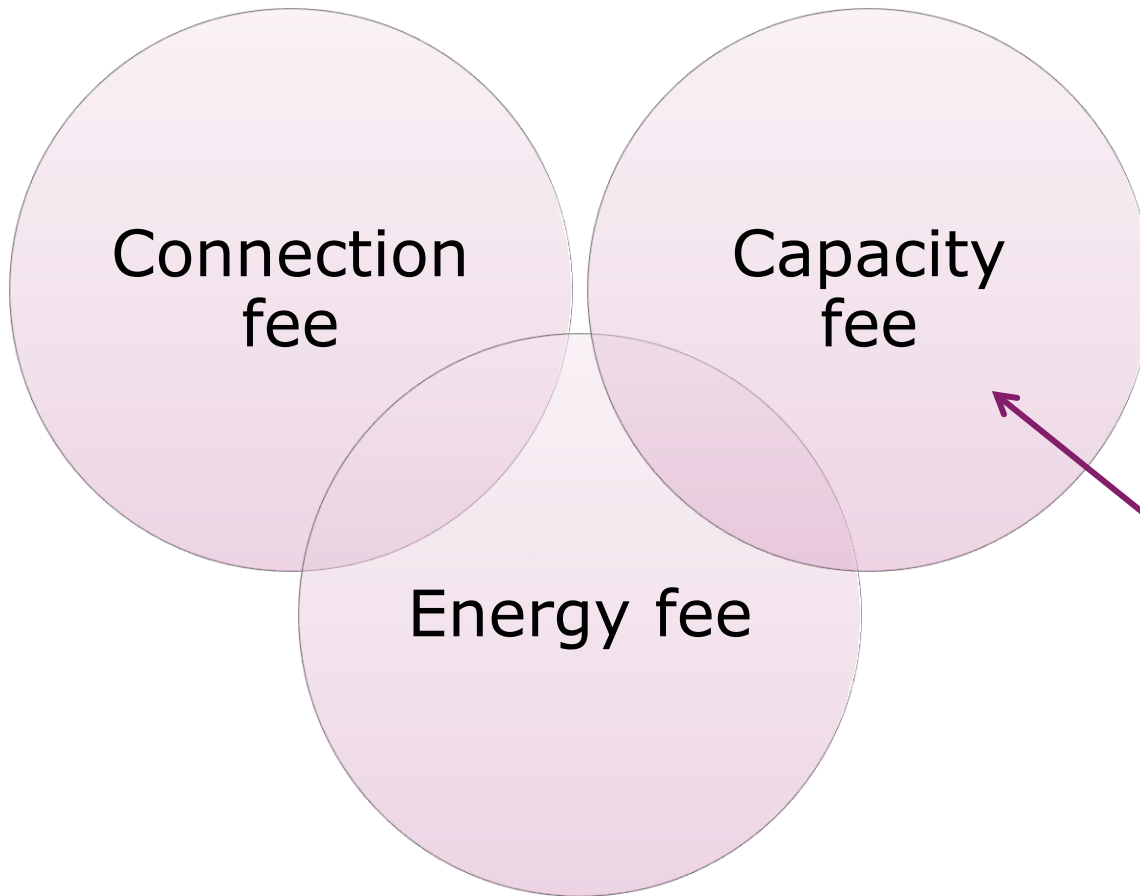


Nurturing Relations with the Customer

Antti Kohopää
Adviser, District heating
Vienna, 28.5.2013

Cross-checking contracted capacities of existing customers



- Based on contracted capacity
- Way to split fixed costs of DH system to customers

Cross-checking contracted capacities of existing customers

Contracted
capacity

-

Traditional
way

- Calculated and theoretical value for capacity demand
- No possibility to influence the capacity fee



Cross-checking contracted capacities of existing customers

Contracted
capacity

-

Tampere
way

- Measured value
- Based on the real capacity demand of each customer
- Hourly basis
- Incentive to reduce capacity peaks



Simple matter – what is the issue?

- Well-communicated process
 - No huge pressure from customers – Unprompted
 - Lower capacity fees for most of customers
 - Equal treatment of customers
- No complaints
- Satisfied customers

"Stadin lämpötila" – design contest



Finnish Energy Industries

Targets

Innovation

New products



Phenomenal and functional

Comfort

Outdoor space

Visual

Visibility



Students

Awards

Media

Citizens

Prototypes

Customers involvement

Web pages

Online services

Price changes

Production

Product development

Terms of contracts

Technical
recommendations

Etc...



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