



ENTER THE NEW STANDARD IN UTILITY REGULATION VIA DIGITAL TRANSFORMATION

SQL POWER IS AT THE FOREFRONT OF
GOVERNMENTS WHO STRIVE TO FOSTER
TRANSPARENT AND STABLE UTILITY REGULATION

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WHERE ARE YOU IN YOUR **DIGITAL TRANSFORMATION JOURNEY?** **SQL POWER WILL EMPOWER YOU EVERY STEP OF THE WAY**

In a reactive state, processes are immature, data is inconsistent and paper and spreadsheets usage is prevalent. Digital options are being explored

Digital transformation is on its way. Standardized electronic forms are submitted via the webportal; the digital platform is role based, therefore inefficient processes have been eliminated and all processes are now automated, so that they are faster, efficient and can be measured with analytics. Siloes are eliminated.

With streamlined processes adopted, the ability to easily make changes to business processes and complete and consistent data, Regulators are empowered with advanced analytics and artificial intelligence capabilities of the platform to make the best decisions for its citizens and utility providers.

EXPLORING

1



BECOMING

3



ACHIEVING

5



2

DOING

Getting organized, business processes and workflows are being mapped out; automation of all manual processes is being investigated for its true potential.

4

BEING

All processes are streamlined and fully integrated across departments and with all citizens and utility providers. Vast amounts of cross-departmental data and data from utility providers and citizens is providing great insights. Digital data is integrating deeper into business models. Data is of high quality.

ABOUT SQL POWER GROUP INC.

Founded in 1989, and headquartered in Toronto, Ontario, Canada, SQL Power Group Inc. is a global application software firm specializing in data collection, data integration, business intelligence, and regulatory implementations.

Since implementing the first supervisory solution in Canada in 2009, SQL Power has been at the forefront of supervision software - rolling out the world's first fully-integrated XBRL-based data collection, risk management, case management, and advanced analytics solution that evolves seamlessly with evolving Global Standards.

The SQL Power Supervisory Platform is an end-to-end solution that will transform the quality and effectiveness of public utility regulation. The platform is multilingual, modular, and includes Data Collection, Registration and Licensing, Case Management & Complaint Management, Risk Management, and Onsite Inspection & Offsite Examination solutions. The platform also comes bundled with built-in Advanced Analytics capabilities and a worldclass Business Intelligence Tool.



“We empower all regulators with a world class platform to streamline and automate all regulatory functions for complete visibility and transparency”

SQL POWER IS TRANSFORMING HOW GOVERNMENTS REGULATE, MONITOR & ENFORCE THEIR UTILITY PUBLIC POLICIES

The **SQL Power Suite** is the most robust and compelling regulatory solution on the market, delivering the ultimate in regulator flexibility, self-sufficiency, efficiency, and transparency; increasing the likelihood of timely and successful intervention while providing all interested parties with the ultimate confidence in the regulated market.

BASIC FEATURES	ADVANCED FEATURES	UNIQUE TO SQL POWER
<p>Comprehensive Data Collection Platform</p> <p>Registration and Licensing Module</p> <p>Pre-validated Submissions (for completeness and accuracy)</p> <p>Solution evolves easily with Regulator's evolving business and jurisdictional needs</p> <p>Ability to share XBRL Submissions with other Regulators</p> <p>Platform integrates easily with other Legacy and 3rd Party Applications</p> <p>SaaS and On-Premise Solutions</p>	<p>Built-in Business Process Workflow Engine and GUI</p> <p>Comprehensive Case Management Capabilities</p> <p>Highly Configurable Risk Management and Onsite Inspection Modules</p> <p>Business Users can easily make changes to online forms and process workflows</p> <p>Pre-Built Basel II Returns</p> <p>Dynamic 360-degree View of Every Organization, Person, and Case</p>	<p>Highly Configurable Platform (No Custom Coding)</p> <p>Integrated Analytics platform with Artificial Intelligence Capabilities</p> <p>Solution is Bundled with a World Class Business Intelligence Tool in MicroStrategy</p> <p>Online Help facility including Live chat with Regulator</p> <p>Full Turn-key support that includes a lifetime warranty on all system deliverables</p> <p>Extended Warranty includes unlimited changes to all consulting deliverables</p>

**HOW SQL
POWER HELPS
STREAMLINE
& AUTOMATE
ALL
REGULATORY
FUNCTIONS**



1. REGISTRATION, LICENSING & RENEWALS

In these changing times where efficiency, safety and full automation are key drivers for the future of registration and licensing – our platform makes it seamless to digitally transform all registration and licensing processes.

Through the convenience of simplified on-line forms, sophisticated business process workflows, electronic signatures, payment collection, and certificate generation modules, SQL Power significantly reduces the manual workload typically associated with the registration and licensing processes. Our interactive forms facility highlights validation rules and warnings in real-time to the user to mitigate any data entry errors ensuring that only complete and consistent applications are submitted to the regulator. Our platform can easily integrate with existing legacy systems, CRM systems, and infrastructure for a seamless transition and immediate end-to-end automation of all required registration and licensing functions.

- Collect licensing and registration applications through an easy-access web portal.
- Gather complete and consistent data with cell-by-cell validation capabilities, thus eliminating delays due to back and forth communication between regulator and filer
- Facilitate both simple and complex business workflows with any changes/ updates easily adjusted in real-time
- Simplify the online application process with integration of electronic signature, payment collection, and certificate generation
- Send automated renewals and payment reminders
- Automatically update all company information within the 360 Degree Organization profile view ensuring government has access to real-time company information



2. DATA COLLECTION

Whether your organization is facing challenges like low data quality intake, obsolete data collection forms, or time-consuming manual data collection procedures, SQL Power automates and simplifies every aspect of data collection, ensuring that only complete, consistent, and accurate data are ever submitted to the regulator.

In a matter of weeks, SQL Power will replicate existing data collection forms in our online Forms facility, make all required changes to meet current standards, add any missing validation rules and roll them out to your regulated entities. Effectively launching a system-wide standard and an automated web-forms-based reporting platform that virtually eliminates the need for manual reviews, rejections, and resubmissions.

Within seconds of an industry submission of a form or report, the system quickly assesses its adherence to predefined acceptable thresholds for key risk metrics and highlights any weak submissions by colour-coding them with a red, yellow, or green indicator - thus prioritizing scarce analyst resources' work and focusing them on likely problematic submissions.



3. CASE MANAGEMENT, COMPLAINTS & INVESTIGATIONS

Our goal is to **fully Digital Transform your organization**, this means going well beyond license applications and data collection and to also fully automate all complaint and change request forms which upon initial review can launch investigative processes in order to resolve any concerns or reported issues quickly and efficiently - utilizing SQL Power's comprehensive case management capabilities. Change Requests, whether they are director changes, name changes or address changes are automatically reflected in the organization's latest 360 degree view. Complaint processing takes full advantage of the SQL Power Suite's comprehensive case management capabilities, allowing users to send notifications, schedule review meetings, make manual or automated decisions, assign field work to investigators, prepare final reports, levy penalties or fines, collect payments and can even accommodate appeals processes.

- End to end visibility and management of every complaint electronically filed
- Citizens can file and track of complaint (related to frequent outages, water lock-offs, extensive service interruptions etc.) via a secure online portal
- Platform manages all aspects of direct investigation and intervention into customers' appeals and complaints including monetary values and sums secured
- Citizens and government employees can easily see the latest status and steps towards complaint resolution
- Clear visibility into status of inspection process and



4. RISK MANAGEMENT & ASSESSMENT

Regulators need a structured way to identify, monitor, address, and manage risk to maintain confidence, legitimacy, and credibility with stakeholders in the institutional structure of utility and energy regulation. SQL Power offers a pre-built Risk Management Solution that equips regulators with critical risk assessment tools to empower them with better decision-making and to address risk in a systematic manner.



In order to satisfy the need of providing effective risk-based supervision, regulators need risk to be identified and monitored, addressed, then measured, allowing them to plan and adjust the type of filings, frequency of filings, and onsite inspections proportionate to the level of risk associated with that sector and/or the inspected entity.

SQL Power supports continuous monitoring and management of an entity's risk levels based on the latest submissions. Our risk management framework provides financial regulators with fully integrated risk assessment dashboards, an onsite inspection platform, a 360-degree organizational view to derive the comprehensive risk-rating for each organization - as well as predictive modeling capabilities to identify at-risk regulated entities.

5. ONSITE INSPECTIONS & OFFSITE EXAMINATION

SQL Power's Onsite Inspection (OI) offers supervisory teams a web-based platform to automate and manage every aspect of regulatory onsite inspection processes and functions. This dynamic platform increases the inspection teams efficiency by automating and delegating mundane tasks, while also providing the inspection team with the flexibility to define and assign additional tasks, based on findings, at every stage of the investigation process. Jurisdiction and Division-specific inspection workflows can also be configured by our internationally experienced consultants, to meet the exact needs of your inspection teams.

- Automate routing of work with an inspection workflow designed based on international best practices. This workflow can additionally be tailored to mirror your current inspection processes.
- Create your inspection team and appoint a team lead to manage the inspection. Assign inspection tasks and schedule review meetings with team members and with the inspected entity.
- Communicate notifications, findings, and infraction notices. Track and organize all findings.
- Setup Webex/Zoom Kick-off meetings, walk through the recommendations and findings, and conclude the investigation - all from the safety of any location.
- Generate final inspection reports with findings and recommendations.



6. 360-DEGREE ORGANIZATION PROFILE VIEW

A 360-degree view of all pertinent information related to a regulated entity and its representatives is provided through the Organization Profile and Person Profile dashboards. Profiles are automatically updated when the system receives a valid submission whether it is a change request, a complaint submission, a license approval/renewal or an Onsite Inspection final report.

Authorized users are also able to update these profiles directly based on information uncovered during their day to day activities. Analysts and management have ongoing access to the latest profile information for every organization including basic name/address information, dashboards, active licenses, directors, senior officers, shareholders, related organizations, communications, onsite inspections, complaints, investigations, history of infractions, complaints, cases, payments and much more from one easy to access consolidated view. These Organization and Person Profile views are highly configurable and can be tailored to suit the regulator's specific requirements.

- Complete visibility in a consolidated view of all aspects of each business.
- Access to critical information including licenses, senior staff, shareholders, related organizations, communications, complaints, resolution, rates, payment history and more.
- Information entered is automatically updated from submissions from the entity organization.



7. ADVANCED ANALYTICS & PREDICTIVE MODELING

SQL Power's advanced data analytics platform with artificial intelligence capabilities allows regulators to gain insight to make smart decisions, identify bottlenecks, and discover opportunities for regulatory process improvements. Key metrics and financial ratios are assessed in real-time against submitted data providing analysts with early-warning in-line analytics. The system also learns from historic data to derive reliable predictive models that are then used to mine recently collected data to provide early predictions of potential undesirable outcomes. This functionality provides the regulator with the opportunity for early intervention by having accurate data about the probability and impact of for example, a pipe or excavation resulting in a damaging incident.

Having a built-in business intelligence tool that allows advanced analytics and AI capabilities provides the opportunity for early intervention to address any issue before any undesirable outcomes arise - circumventing the impact on the public and maintaining confidence in the regulated market by all stakeholders.

- Analytics platform is extremely dynamic, powerful, and delivers the most robust and powerful business intelligence solution on the market that instantly highlights key ratios
- Gain insight to make smart decisions, identify bottlenecks and discover opportunities for process optimization
- Capture and leverage all metrics related to performance of operations, system reliability, Customer service and responsiveness, Equipment Maintenance, Finances and more
- Identify and prioritize repair and replacement programs



AUTOMATION RESULTS IN

SQL Power’s supervision platform provides the foundation and framework for all utility regulators with well governed processes, looking to achieve full digital transformation that will withstand the test of time. SQL Power’s digital platform offers end to end case management functionality (investigation of complaints, onsite inspections/offsite examination, etc.), increases efficiency and promotes transparency to meet existing demands as well as provide enhanced capabilities. In addition, leveraging integrated business intelligence tools with built-in analytics is critical to establishing key performance indicators and tracking success metrics.

<p>Transparency in understanding failures or disputes so they are resolved immediately to protect business and household needs</p>	<p>Visibility of all parameters to ensure service providers make a fair profit and service consumers pay</p>	<p>Performing onsite inspections to ensure that electricity plants and equipment used by power operators meet international standards for safety</p>	<p>Maintaining a real-time registry of all records of service licensees</p>
<p>Efficiency in issuing, monitoring, and amending the licenses of utility providers</p>	<p>Accessing real-time analytics to fully understand extent of complaints and costs</p>	<p>Maximizing profits</p>	<p>Simplified Reporting to the Ministry on the economic, financial, legal, technical, environmental and social aspects of the utility supply services sector</p>

WHY DIGITALLY TRANSFORM

OFFER END-TO-END eSERVICES

- Online delivery of all regulatory functions
- Automation of all business process workflows, regardless of complexity
- Automation of all forms, registrations, and license applications
- Easily make changes to all online forms and business process workflows

INCREASE REGULATOR EFFICIENCY

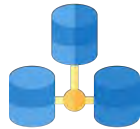
- Eradicate current state of siloed operations and multiple infrastructures
- Optimize resources while increasing complexity for future integration.
- Create positive effects with efficiency and transparency, including higher trust and confidence from citizens, businesses, and government for furthering public interests and well-being
- Reduce operating costs and promote cost savings
- Increase satisfaction of public officers to do their jobs with a platform that empowers their contributions

PROMOTE OPEN REGULATORY PRACTISES

- Citizens and businesses will feel confident with regulator efficiency and transparency provided by the platform
- Regulators leverage built-in analytics platform and business intelligence tools while making important decisions



WHY CHOOSE SQL POWER'S UTILITY REGULATION SOLUTION



Modular & Multifaceted

An end-to-end solution that incorporates a set of modules that cover the whole regulatory lifecycle. Modules can be adopted in stages according to business needs and priorities.



Flexible & Agile

SQL Power Suite's dynamic rules-based architecture allows business users to easily configure their organization's data collection, workflow and business rules in order to reflect the most recent process, policy, or legislative changes.



No-Code, Intuitive & User-Friendly

SQL Power's drag & drop Power Designer facility allows non-technical users to quickly react to changing legislation, standards, and policies, reducing the dependency on outside consultants or IT for ongoing system maintenance.



Fast Deployment

Our Low-Code/No-Code platform can be easily configured to render your existing or desired registration and licensing forms, data collection forms, onsite inspection forms and associated business processes; Allowing our clients to fully digitally transform their key business functions in under 6 months with zero software downloads and zero investment required by your regulated entities.



Maximise Resources & Improve Efficiency

SQL Power creates productivity gains by relieving the personnel from mundane, low-value data entry tasks, and empowering them to focus on high-value activities thus allowing for more efficient use of operational budgets, human resources, and the implementation of data-driven decision making.



Turn-Key Support

SQL Power's Supervisory Technology solution is completely turnkey and includes software installation and upgrades, production environment support, a lifetime extended warranty on all deliverables, and post-production rollout change requests for every in-scope deliverable. Effectively future-proofing the entire implementation for decades to come.



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Should this align with your **Digital Transformation Vision**, please contact SQL Power at info@sqlpower.ca to arrange for a live demonstration.

SUBMITTED BY:
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