



Business
Management

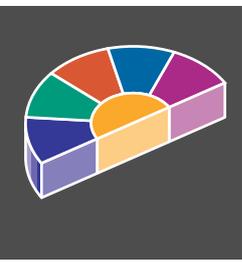
Business Management provides the tools and solutions to help energy companies grow profitably in today's changing market place. Systems for wholesale and retail energy supply and transportation provide the foundation for success in the competitive environment.

Energize your power business with ABB business management systems



ABB Network Partner





The total proposition

Panorama is the standard for a comprehensive range of integrated solutions for efficient and reliable management of power networks. Using innovative information technology, Panorama delivers total control of the power process, from generation to consumption. The Panorama standard covers six application areas, each offering specific solutions.



Station Automation & Protection

Station Automation and Protection includes control, monitoring, and protection for power plant, transmission, and distribution applications. Solutions range from single function protection and control units to fully integrated, comprehensive, high-performance substation automation systems.



Network Management

Network Management enhances operation of interconnected power networks. It provides integrated solutions that optimize energy supply while maximizing reliability on both transmission and distribution networks.



Business Management

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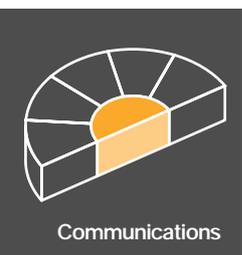
Meter & Load Management

Meter and Load Management comprises electricity metering products and integrated systems for automatic meter reading, and load management.



Consulting & Services

Our comprehensive range of consulting and other services includes pre-studies and situation analysis, technical specifications and advice, feasibility studies, training, installation, commissioning, maintenance, repair and help line.



Communications

Communications offers solutions for all communications requirements in the transmission and distribution networks of power utilities and industries.

ABB is your partner for the future in a rapidly changing power market

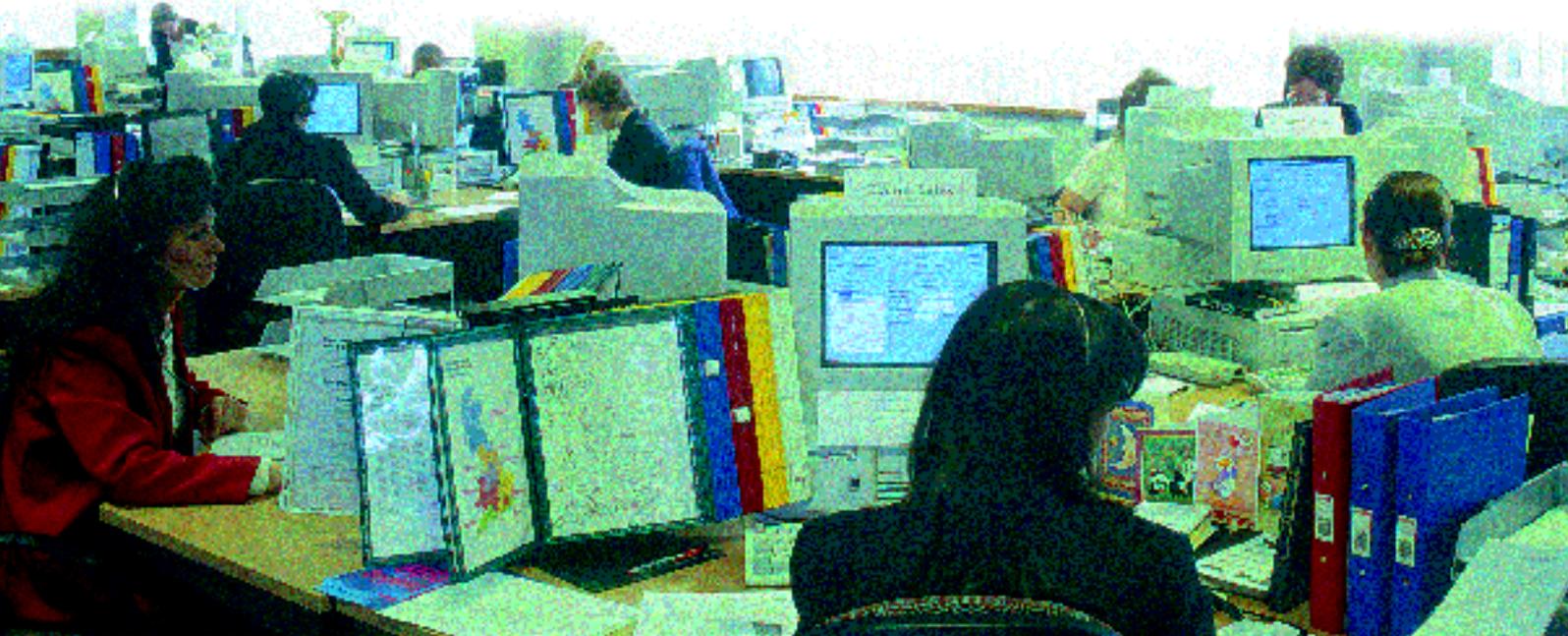


ABB serves customers in power generation, transmission, distribution and numerous other areas. Electrical engineering expertise built up over one hundred years has enabled us to develop optimized systems, products, and services for the management, automation, control, and protection of power networks.

We have developed the Panorama standard to serve all players in both deregulated and regulated power markets. Panorama ensures all our systems, products and services within network management, automation, control, and protection can be fully integrated.

The new electricity marketplace

Deregulation is changing the face of the power industry. Power companies are changing from "energy suppliers" into "energy service companies".

Many new markets remain in a state of flux with more issues unresolved than structures settled. For instance, power companies are restructuring by taking on new roles. Some will stay in the distribution business. Others will provide sales and services to other utilities. Some will focus on generation. Others will broaden their capabilities to the point where they become both customer and supplier.

Whichever route they take, cut throat competition and the need to improve overall

economy and service standards without compromising security of supply, will accelerate the demand for more accurate up-to-the-minute information.

To succeed in today's competitive markets, energy companies need efficient systems for tasks like retail sales, customer registration, metering, administration, and settlement. Systems that instantly respond to new market opportunities, and which support new services and offerings. Just as critically, systems that give you a competitive edge as you battle to remove time and costs from the energy equation.

In-depth process and IT know-how makes ABB your ideal partner

In a fast changing world you need a partner equally at home with both the power process and advanced information technology.

Modern IT enables power companies to integrate business processes with operational systems, such as network control, metering and load management processes, and station control.

Our unrivalled experience and understanding of primary and secondary transmission and distribution processes, allied to sophisticated IT skills, makes ABB the ideal partner for modern power companies.

The ABB system at this power utility call center handles thousands of calls a day, day in, day out.

"We add business benefits to people"

Simon Pierce and Rod Carr of ABB's business management systems team feel ABB has a unique competitive advantage; "As both a power company and a serious long-term industry player, ABB can offer long-term support and continuity. We understand both the engineering and the commercial aspects of the power industry, demonstrated by real installations such as transmission and distribution lines, substations and control centers."

"Developing a close partnership with customers is critical – we are not in the business of simply selling products or closing one-off deals. In today's open markets, mutual trust and understanding is essential if we are to develop the best solution. And developing the best solution is absolutely imperative. If our systems break down, our customers can't sell electricity – it's as simple as that. In effect, our job is to make sure our customers can sell electricity safely, and at minimum risk."

"We can make a real difference to people – selling electricity is an important multi-billion dollar industry. We are the only company with people and products in every single area; from bidding on a central market through wholesale purchase and retail supply."

Without intelligent, cost effective information technology, you cannot hope to increase your market share. How you meet expected future changes in settlement, metering, sales and marketing, contracts management and customer billing operations



will be critical to your success.

Power trading in an open market calls for both short-term and long-term risk management skills. Yet, risk management is, in itself, a complex issue involving several key factors. If you are to deliver excellent customer service and maximum profit at minimum risk, flexible decision making support systems are imperative.

IT can energize your business processes

Information Technology (IT) has totally transformed the way we work – including the energy transmission and distribution industry. In fact, deregulation would have been impossible without it.

Meeting the business challenges arising from deregulation requires rapid access to accurate up-to-date information across the whole enterprise, and places new demands upon the IT infrastructure. To take full advantage of existing technology and guarantee a seamless flow of information, the logical next step is to add ABB business management systems to your IT portfolio.

"Our understanding of primary and secondary transmission and distribution processes, allied to in-depth IT expertise, helps our customers become more competitive" says Simon Pierce and Rod Carr of ABB.





A wealth of experience and know-how at your disposal

ABB helps you make the most of your resources, by leveraging people’s experience and capabilities. Our goal is to give power companies and other market players the capability to improve their business, and keep it running. For instance, we look at the implications of new regulations – then propose how to modify existing systems.

Before starting a typical project, ABB specialists analyze each customer’s specific circumstances, in close cooperation with their management and technical staff. The aim at this stage is to help manage the change process and relate it to specific solutions. Restructuring and re-focusing are key objectives, leading to projects where we support changes in business processes by re-engineering existing systems and adding new ones.

Key steps in ABB’s customer interaction process include developing a strategy together with you, identifying requirements and describing the processes and systems to be included.

Our systems development expertise ensures every system is correctly configured and can be fully integrated with existing systems and operations. Our know-how embraces most modern hardware, operating systems, and networking technologies, including Internet-based trading.

A complete suite of modular systems

Our range of business management products and services has been developed to meet the needs of all players in the new electricity market, including market operators, traders, energy service companies, generators, transmission/distribution companies, and independent system operators.

ABB’s business systems can be horizontally integrated with engineering, planning, and corporate management information systems. They can also be vertically integrated with IT resources in power stations and substations, and with local data acquisition and protection devices.

ABB’s knowledge and understanding of the latest hardware, operating systems, and networking technologies, is second to none. A position we are determined to retain, by always hiring the best!

ABB Business Management Functions:

SEGMENTS	ENTITY	FUNCTIONS
WHOLESALE ENERGY SUPPLY	MARKET OPERATORS GENERATORS TRADERS	POWER EXCHANGE MANAGEMENT (Physical, Futures), MARKET INFORMATION, CLEARING PRICE SETTER, ENERGY TRADING (Power Exchange Bidding, Internet-Based Trading), CONTRACTS MANAGEMENT, RISK MANAGEMENT, ASSET MANAGEMENT (Asset Documentation, Project Management, Work Order Handling)
RETAIL ENERGY SUPPLY	ENERGY SERVICE COMPANY	CUSTOMER INFORMATION (Retail Sales, Real Time Pricing, Energy Consumption, Customer Billing), ENERGY TRADING, CONTRACTS MANAGEMENT, RISK MANAGEMENT
ENERGY TRANSPORTATION	TRANSMISSION COMPANY DISTRIBUTION COMPANY INDEPENDENT SYSTEM OPERATORS	TRANSMISSION SYSTEM AVAILABILITY, SYSTEM POSTING, TRANSPORT RESERVATION, SYSTEM SCHEDULING, ANCILLARY SERVICES, SETTLEMENT, ASSET MANAGEMENT (Asset Documentation, Project Management, Work Order Handling)

Business management systems to increase your competitiveness



From customer information systems to energy contracts management systems, ABB can deliver all the support tools you need to operate efficiently.

Wholesale energy supply

ABB's comprehensive knowledge of settlement rules and the IT systems needed to administer them efficiently, has helped us become a market leader in the provision of market management systems to support bidding, scheduling, clearing price setting, and financial settlement.

Our trading system includes forward availability planning, fuel requirement forecasting, bid optimization, compilation and recording of operational costs and performance data, trading position analysis, and generation schedules and settlements checking. Systems can be linked to operational and controlling bodies as well as support services such as water supply, gas supply, meteorological services, and operational and maintenance contractors.

Our contract management system is designed for power generators, energy traders and supply companies. It is a powerful tool which can be used to manage both standard financial instruments and complex power purchase agreements. In addition to handling multiple contracts across multiple markets, facilities for optimizing contract portfolios, contract nomination, and construction of trading books, are also integrated in the system.

Risk management supports market players to

best handle the contract portfolio according to established risk policies and to take full advantage of price movements at the exchange.

Retail energy supply

ABB has developed systems to support competitive power supply to industrial and domestic customers. Electricity trading systems offer the flexibility to develop and market products with a varying mix of fixed, seasonal peak and off-peak tariffs without the need for specialist software. These systems enable the gathering, processing and distribution of huge volumes of data on a daily basis.

Our retail electricity trading system includes facilities for sales, marketing, quoting, costing, customer transfer, contract management, risk analysis, and reporting. The ability to handle raw material prices in the form of trading books, plus time zone and market price information, makes it ideally suited for emerging international energy markets.

The ability to offer a flexible range of tariff/product structures to meet customer needs is a significant factor in winning new business. Retaining it demands equally flexible billing systems.

Our billing system with integral sales ledger provides the framework for customer transfers, change management, meter reading, energy data collection, invoice calculation, billing and customer inquiry. It can handle centralized billing of multi-site, multi-tariff or real time priced contracts.

Energy transportation

Transmission system availability, posting, reservation, scheduling, and ancillary services can be managed by highly sophisticated ABB systems. The main task of such systems is to handle the business requirements for moving power onto and off the grid, from seller to buyer.

ABB systems handle the day ahead, hour ahead, and real time markets by scheduling

energy, transmission and associated ancillary services while operating the real time transmission grid. To provide highly reliable electricity services, the power company or ISO (Independent Systems Operator) utilizes detailed information about the level and location of this demand. The scheduling system then determines the various sources that are available to meet this demand level to serve the expected load.

Our systems provide a high performance environment for a trader to keep track of energy and transmission service purchases, sales, reservations and schedules. They provide traders with the tools to manage contracts and assure contract compliance, and to keep track of customer contacts and customer representatives.

Asset Management

Today's maintenance philosophy is geared to preserving physical assets and extending their

technical and commercial life time. Which makes asset management highly relevant for all producer or network operator utilities with physical assets.

Our asset management system is designed to protect your investment by surveying and scheduling the need for maintenance and repair. In effect, to help your organization perform system tasks to user and utility customer expectations, at the reliability levels required. Rather than measure the input, or cost of maintenance, dynamic businesses measure the output of maintenance, i.e. the ability to deliver quality products and services to end users when and where needed.

Demands on tangible assets are shifting from cutting maintenance costs to improving performance. Maintenance has a new goal; to ensure physical assets fulfil their intended functions.

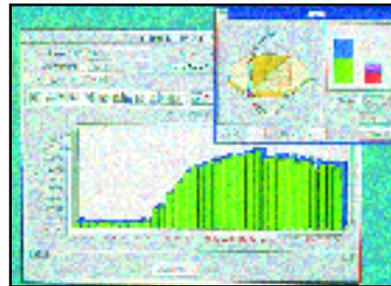
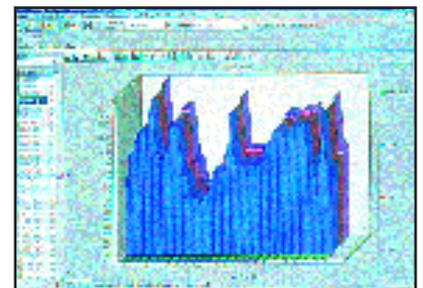
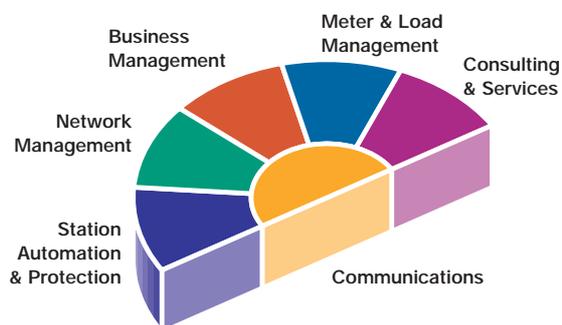


ABB energy trading systems meet the needs of distributors, traders, independent power producers, system operators, and other players.





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