



ENN 新奥

ENN Energy Holdings Limited

2024 Annual Results

Win-win Situation with Customers
Growing Profit by Increasing Sales Volume
Value Creation through Diverse Energy Products and Services

27 March 2025



Business Highlights



Core profit reached RMB**6.95 bn**, core profit from domestic businesses increased by **10.2%** yoy to RMB**6.71 bn**



Retail gas sales volume increased by **4.2%** yoy to **26.20 bn m³** with the newly installed designed daily capacity of **15.10 mn m³** for C/I customers, and newly developed **1.62 mn** residential household customers



IE sales volume increased by **19.8%** yoy to **41.57 bn kWh**, gross profit including JVs and associates increased by **19.9%**



Gross profit of value added business increased by **18.0%** yoy to RMB**2.97 bn**, gross profit including JVs and associates increased by **24.1%**



Free cash flow increased by RMB**630 mn** yoy to RMB**3.73 bn**. Dividend for the year of **HK\$3 per share** with dividend payout ratio of **45%**

All Scenarios Digital Intelligence Safety Infrastructure for Inherent Security

- ENN Energy enhances inherent safety through digital intelligent risk management in all scenarios, enabling full-process safety monitoring and early warning. It maintains rigorous staff safety training and hazard identification programmes to ensure secure and efficient operations

Digital Safety Infrastructure in All Scenarios

Implementing Full-Cycle Digital Safety Across Construction and Operations

Client

Indoor Risk Mapping

- Risk prediction, early warning, pre-control, prevention & intelligent emergency response

Strengthening Inherent Security

- AI-powered residential safety valves & proactive commercial defence systems

Construction

Live Project Monitoring via IoT Integration

- Real-time oversight of critical processes & high-risk operations
- AI-powered identification & rectification of safety hazards & quality issues

Plants and Stations

Intelligent Plant & Station Management

- 100% coverage with PTZ laser gas detectors for efficient hazard identification & resolution

Pipeline Network

Intelligent Pipeline Inspection

- Deploy bus-mounted & laser inspection vehicles for precision detection

IoT-Enabled Digital Monitoring

- IoT monitoring & digital analysis for operational safety

Eliminating Deficiencies, Strengthening Foundations, Fulfilling Safety Responsibilities

Safety Training: **426,102** person-times

100% Certified & Qualified On-Duty Professionals

9,313 times Hazard Investigation

78,518 Hazards Addressed

8,116 Emergency Drills Conducted

178 Inspections by Provincial/Ministerial or higher-level Authorities





Leading & Participating in Multiple Safety Research Initiatives

- **National standard:** safety technical standards for gas facility operation, maintenance & emergency repair
- **Group standards:**
 - Technical requirements for unattended urban gas stations
 - PTZ combustible gas detection devices
 - Commercial user gas safety inspection guidelines

Customer-Centric, Intelligence-Driven, Service Transformation

- Enhance customer satisfaction through proactive services and in-depth understanding of customers' needs

Residential Household Customers

 Online Contracting Online Gas Agreement Signing Achieves Zero Customer Visits to Service Hall 620k Online Gas Contracts Signed in Nov-Dec 2024	 AI Robot Customer Service Hotline Self-Service Intelligence for Instant Query Resolution Intelligent Customer Service: 8.83 mn Person-times	 Intelligent Dispatch for Rapid On-Site Service Upgrade Intelligent Resource and Allocate Function for Rapid Customer Response Intelligent Dispatch Rate Reaches 84%	 Product After-Sales Service System Full Lifecycle Product Management: Installation, Maintenance & Repair Services Managing 300+ Product Categories
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Commercial and Industrial Customers

 Dedicated Account Managers Dedicated Account Managers Ensure Timely Customer Needs Response 600+ Dedicated Account Managers	 Engineering Optimisation for Rapid Gas Supply Intelligent Technology Integrate with Engineering Services for Rapid Gas Supply Next-Day Gas Supply for Commercial Clients	 Proactive Service through Algorithms Predicting Customer Needs through Intelligent Algorithms Proactively push message over 30 mn+ instances	 Comprehensive Complaint Handling System Optimising Processes through 100% Customer Feedback Collection (12345, Douyin, etc.) for Swift Resolution Timely resolution rate of Customer Issue Improved
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Deepening ESG Practices to Drive Corporate Sustainability

Embedding ESG Strategy to Shape Ecological Blueprint

Building a Sustainable Energy System and Co-building a Better Ecosystem

4S for Shaping a Sustainable Development



Strengthened Governance Framework with 50% Growth in Female Board Representation

ESG Intelligence Platform Upgraded, Pioneering Emission Reduction & Data Security Governance

Launched Decarbonisation Action 2024: Driving Corporate Performance on Emission Reduction

Through Collaboration with Ecological Partners, Continuously Enhancing our Capabilities



Good Ratings

- Rating performance continues to maintain industry leading position

Rating Score

MSCI

AA

S&P Global

64 +1

CDP
 DISCLOSURE INSIGHT ACTION

B

MORNINGSTAR SUSTAINALYTICS

24.7 -2

恒生指數
 HANG SENG INDEXES

A+



Highly Recognized by Capital Market

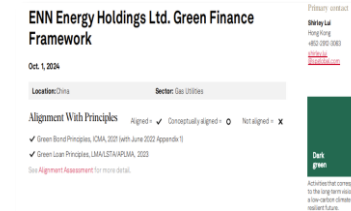
S&P Global

- Selected into the "Sustainability Yearbook (China Edition) 2024" by S&P Global
- Top 5% in the industry
- Best progressive enterprise in the industry



- Green Finance Framework Verified by an External Authoritative Second Party

- Completed the UNGC Accelerator Programme of SDG Ambition



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1. Financial Review

2. Business Overview

3. Outlook



Implementing Multiple Measures for Steady Business Growth

- Profit from wholesale of gas (overseas sales) declined due to the decrease in international gas prices and overseas business strategic adjustments. We achieved a 10.2% core profit growth in domestic businesses with intelligent innovation services

RMB mn

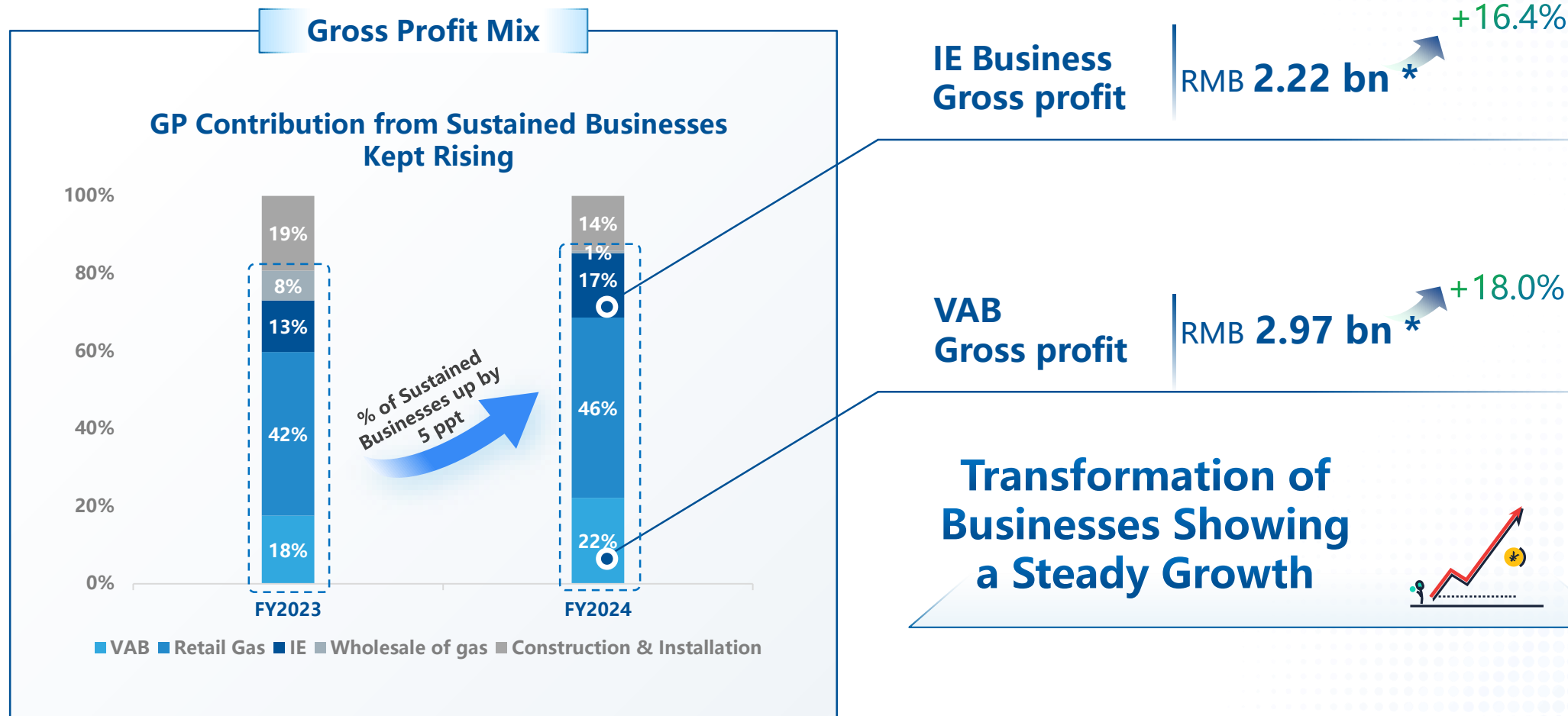
Item	2024	2023	Change
Revenue	109,853	113,858	-3.5%
Gross profit	13,405	14,338	-6.5%
Profit attributable to shareholders	5,987	6,816	-12.2%
Core profit[△]	6,952	7,586	-8.4%
- <i>From domestic businesses</i>	6,712	6,091	10.2%
- <i>From wholesale of gas (overseas sales)</i>	240	1,495	-83.9%
Free cash flow[#]	3,734	3,104	20.3%

[△] Core profit = Profit attributable to owners of the Company but stripping out other gains and losses (excluding net settlement amount realised from commodity derivative financial instruments, net compensation income and gain on repurchase of senior notes), relevant deferred tax arose from net unrealised (loss) gain of commodity derivative financial instruments and share-based payment expenses

[#] Free cash flow: including net realized gains on derivative financial instruments

Continuously Optimising Profitability, Advancing Business Upgrades

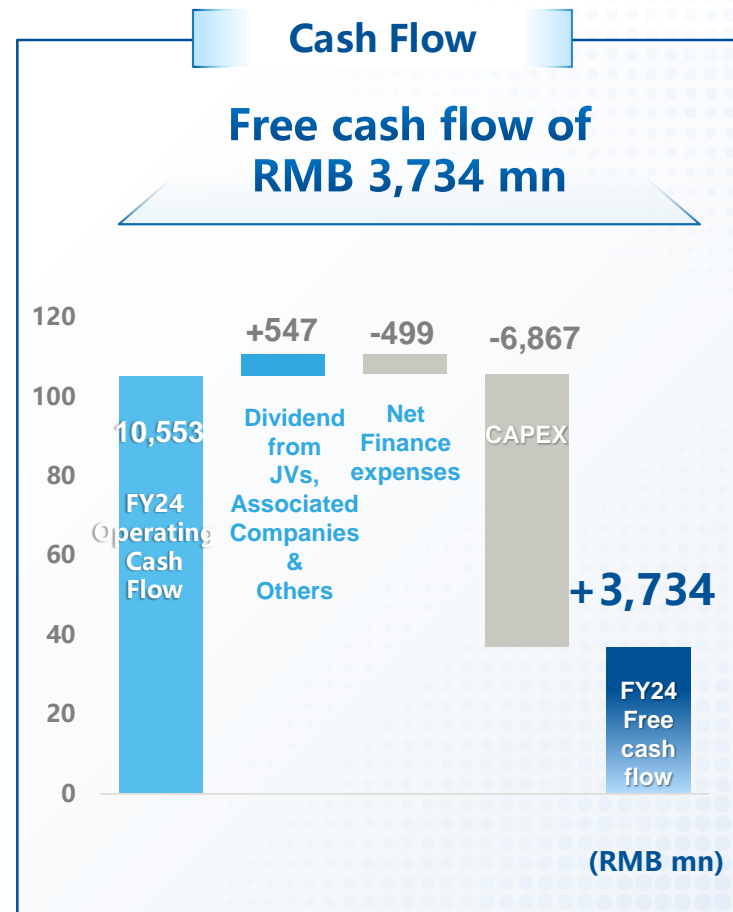
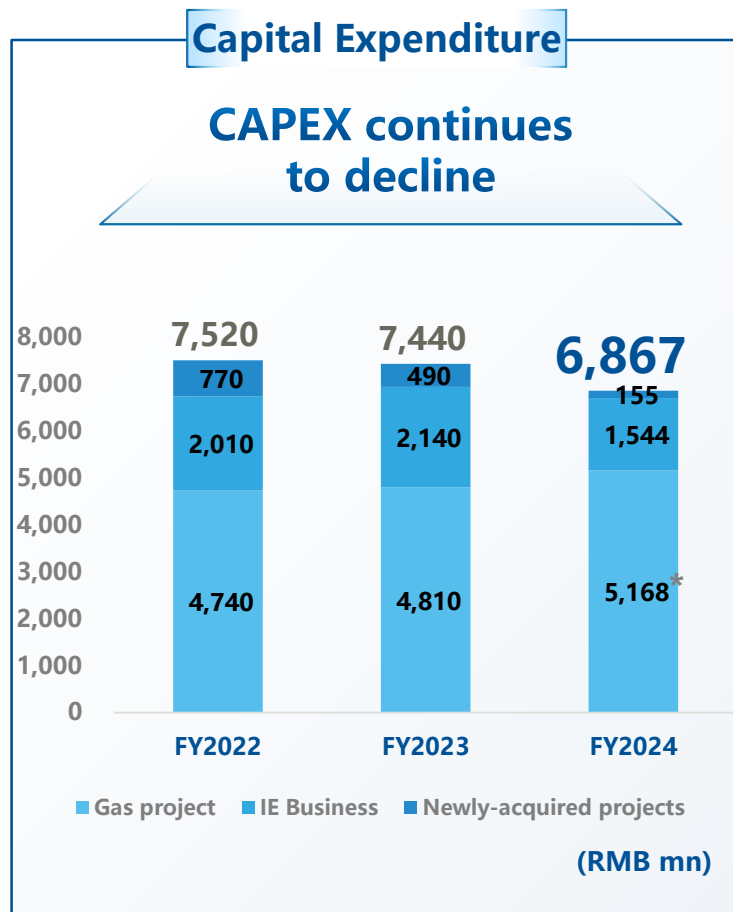
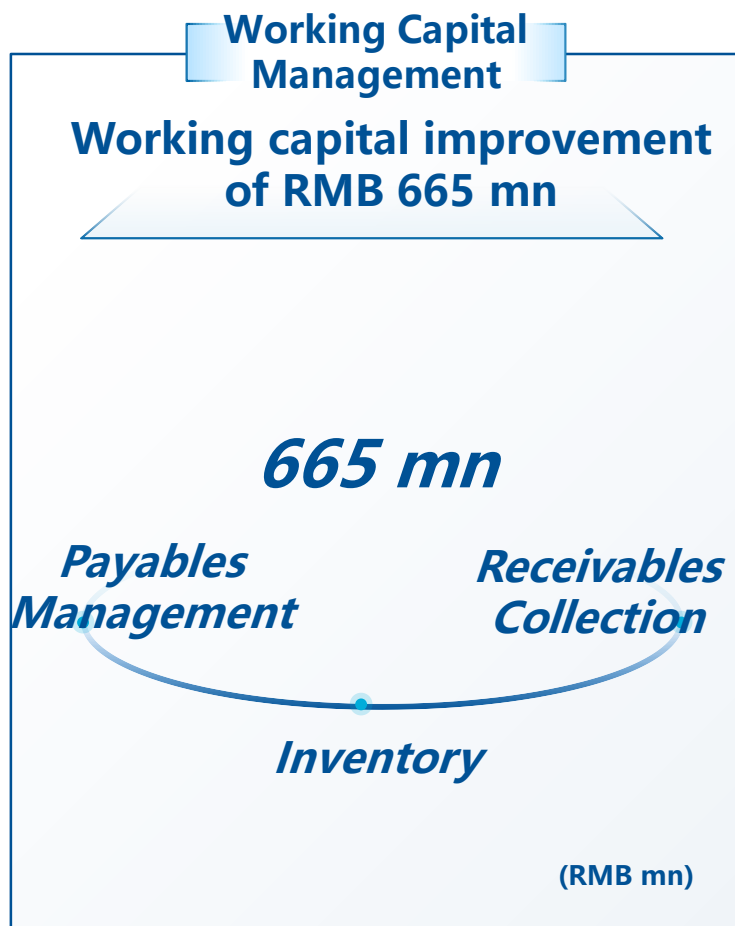
- Maintained a steady growth in retail gas, IE, and value added business with increasing contribution from transformation businesses, further improving profit stability and visibility



*Including JV & ASSO, IE Business Gross profit increased by 19.9% yoy, VAB Gross profit Increased by 24.1% yoy

Prudent Investment Strategy and Robust Cash Flow Position

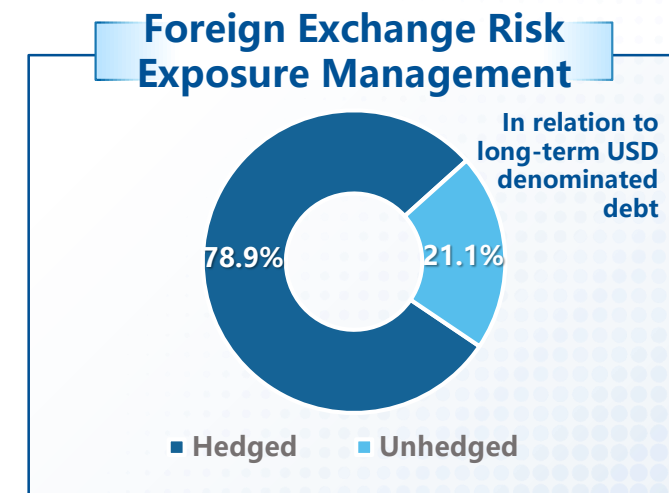
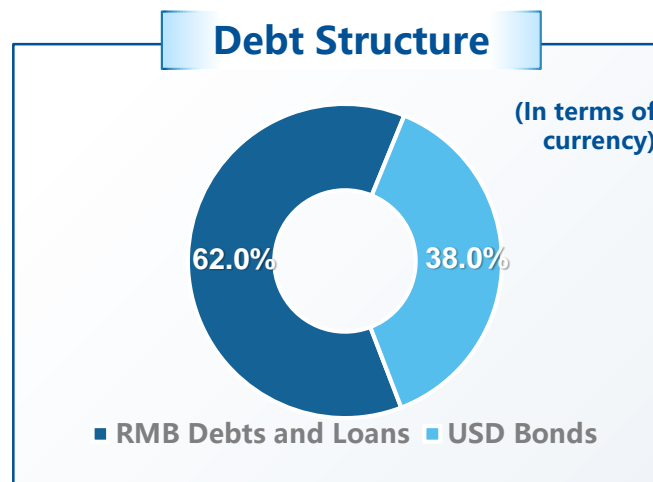
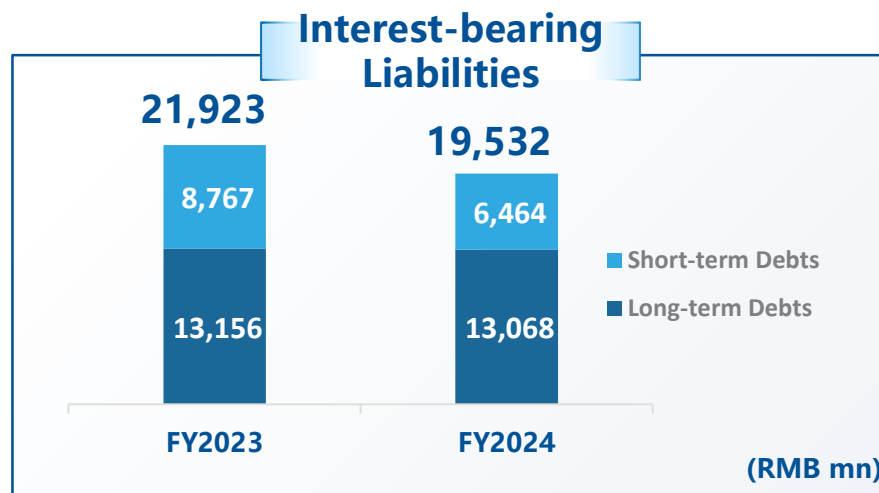
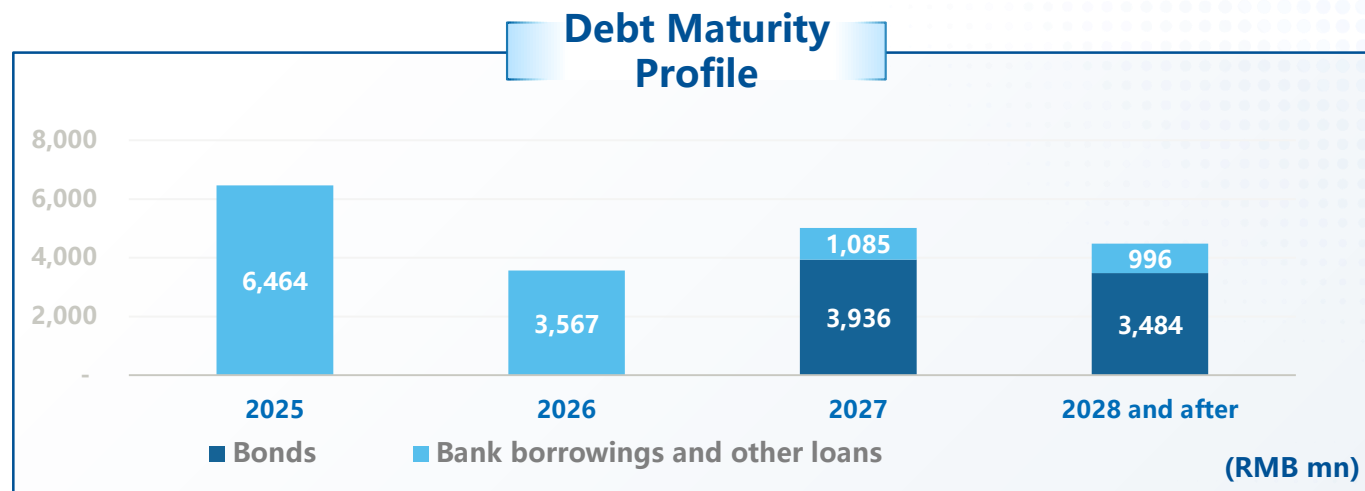
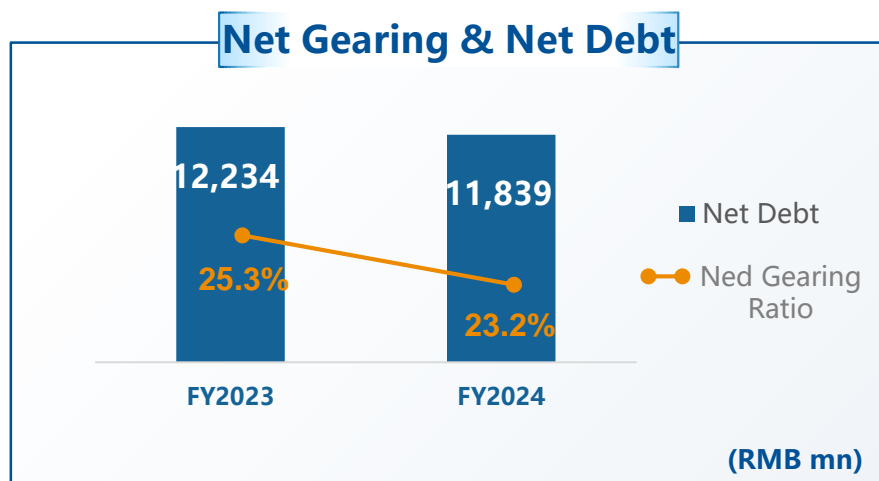
- Disciplined investments and agile capital management drive resilient cash flow and sustainable growth



*Digital and intelligent transformation & building-related capital expenditure totals RMB 530 million

Healthy Debt Structure, Strong Credit Ratings

- With decreasing net gearing ratio and debt level, credit ratings assigned to the company by S&P, Moody's, and Fitch, are **BBB+(Stable)**、**Baa1(Stable)**、**BBB+(Stable)**, respectively



Content

1. Financial Review

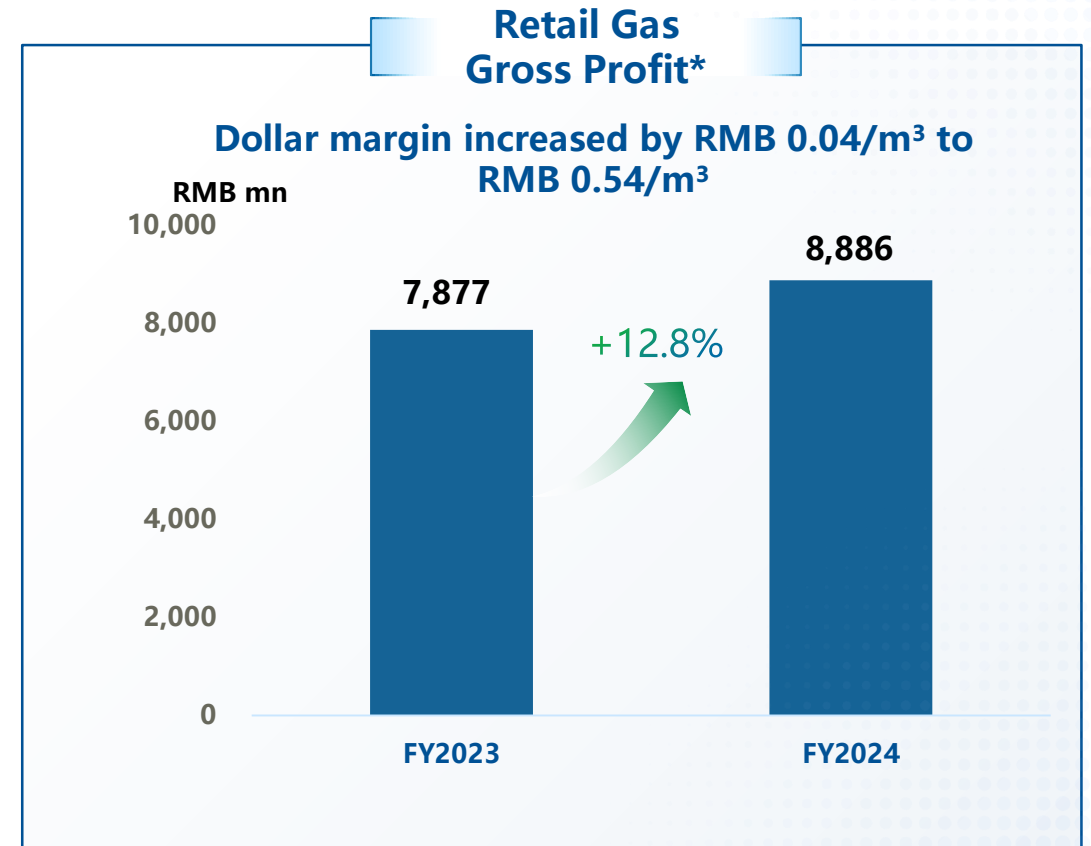
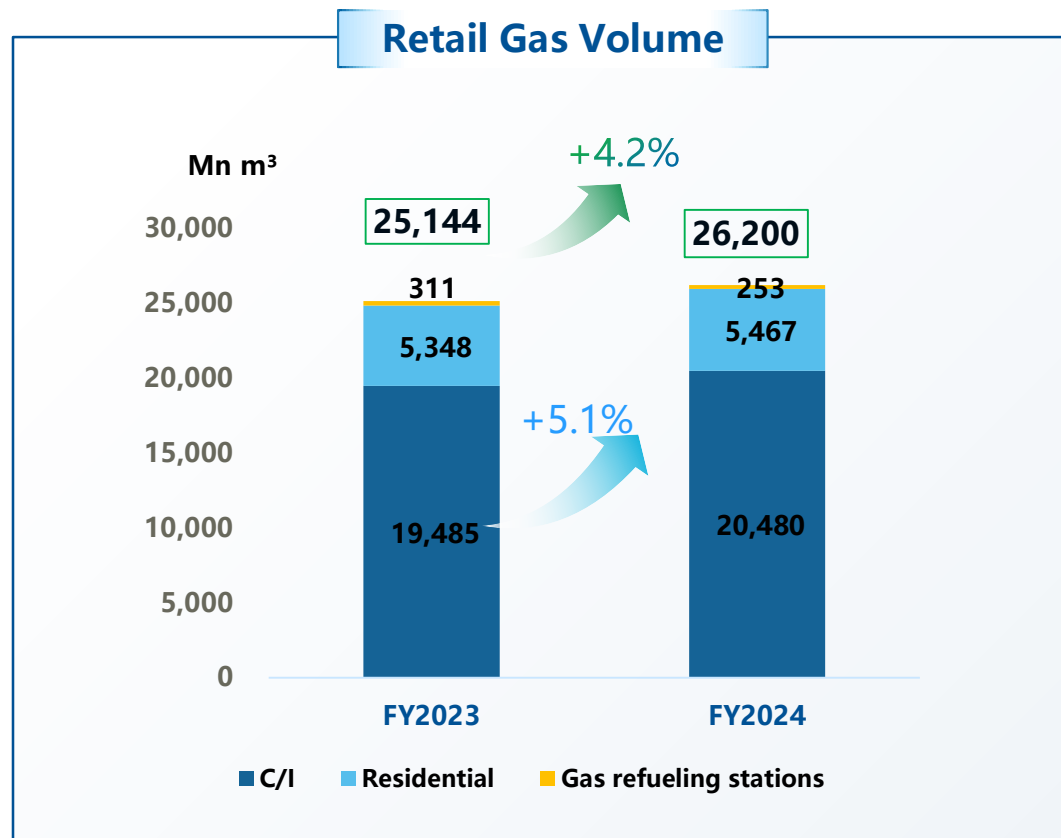
2. Business Overview

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Achieving Scale-Driven Profits Through Demand-driven Approach

- Focus on customer needs and keep expanding gas volume scale to drive profit growth



Growing Profit by Increasing Sales Volume

Incremental Profits

*Including JV & ASSO

Implementing Differentiated Customer Development Strategies to Drive Sustained Growth in Natural Gas Business

- In-depth customer insights, leveraging intelligence to accumulate experiences, and utilising resource advantages to tailor strategies for enterprises, enabling sustainable customer exploration

Newly Installed Designed Daily Capacity for C/I Customers

- Guidance: daily capacity of 12-14 mn m³
- Installed: daily capacity of 15.10 mn m³

Newly Developed Residential Households

- Guidance: 1.4-1.6 mn
- Achieved: 1.62 mn

Newly installed capacity for industrials

- 12.17 mn m³/day
- Estimated annual gas consumption: 900 mn m³

Newly installed capacity for commercials

- 2.93 mn m³/day
- Estimated annual gas consumption: 200 mn m³

- Estimated annual gas consumption: 300 mn m³

Industrial customers: delivering customised solutions aligned with client requirements and production processes

- Leveraging production processes: capitalising on incremental opportunities from 'electricity-to-gas' and 'oil-to-gas' policies;
- Flexibly adjusting volume and pricing strategies in response to demand changes, while maximising economies of scale;
- Accumulating industry expertise: utilising intelligent models to address customer needs;



Commercial customers: leveraging policy support to unlock existing volume and deliver long-tail value

- Safety-first approach: government-enterprise partnership drives 'bottled-to-piped gas' conversion
- Flexible pricing & external partnerships: streamlined delivery process for rapid development

Intensively exploring existing residential customers within concession area

Completed residential gas cost pass-through for 101 projects, cumulatively adjusted gas price for 63% of the household customers to market rates.

Diversifying Resource Portfolio with Multi-Strategy Approach to Reduce Procurement Costs

- Supported by the long-term and stable supply from the three major oil companies, build a resilient resource portfolio, and deploy financial hedging tools to optimise procurement costs

Changes in Procurement Costs

RMB2.77/m³ (FY2023) Lowered to RMB2.69/m³ (FY2024)

- Proactively securing contracts with the three major oil companies to ensure long-term and stable supply
- Consistent access to PetroChina's long-term agreement resources for effectively reducing procurement costs

Steadily Increase Basic Volumes from the Three Major Oil Companies

- 1.16 mn tons/year of overseas long-term contracts
- Consistently reducing third-party supplies by strengthening collaborations with provincial gas supply companies and Kunlun Energy group
- Securing storage capacity, pipeline access, and Sinopec's 'Worry-Free Storage' products to ensure gas supply during extreme weather

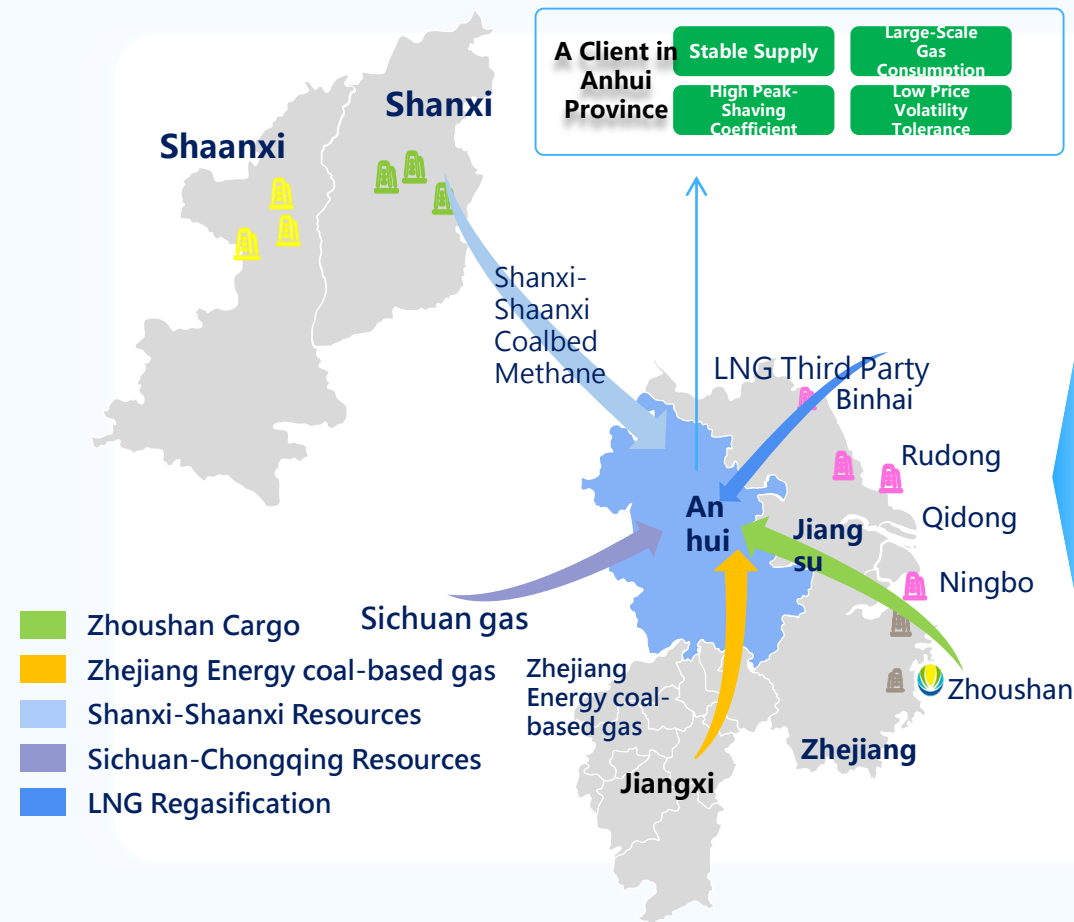
Build a Resilient Resource Portfolio

- Securing customers' medium-to-long-term demand
- Rigorously implementing spot-futures integration to enhance resource price stability, and fulfilling customers' needs for long-term price stability

Implement Hedging Strategies to Mitigate Price Volatility

Aggregating Customer Demand and Leveraging Intelligent Facility-Resource Integration to Enable Cross-Regional Matching

- Based on customers' needs and leveraging on dynamic allocation of resources and facilities to achieve cross-regional resource matching from three major oil companies, unconventional gas and overseas



- Precisely identifying customers' needs
- Flexibly combining contracted gas, unconventional gas and overseas resources
- Dynamic capacity matching: Zhoushan & national grid terminals
- Optimising resource costs through spot-futures hedging
- National grid AAA shipper qualification with cross-regional pipeline capacity matching capabilities



Customer base & upstream partnerships, enabling national matching via national pipeline network and proprietary pipelines

Utilising Intelligence for Efficient and Secure Operations

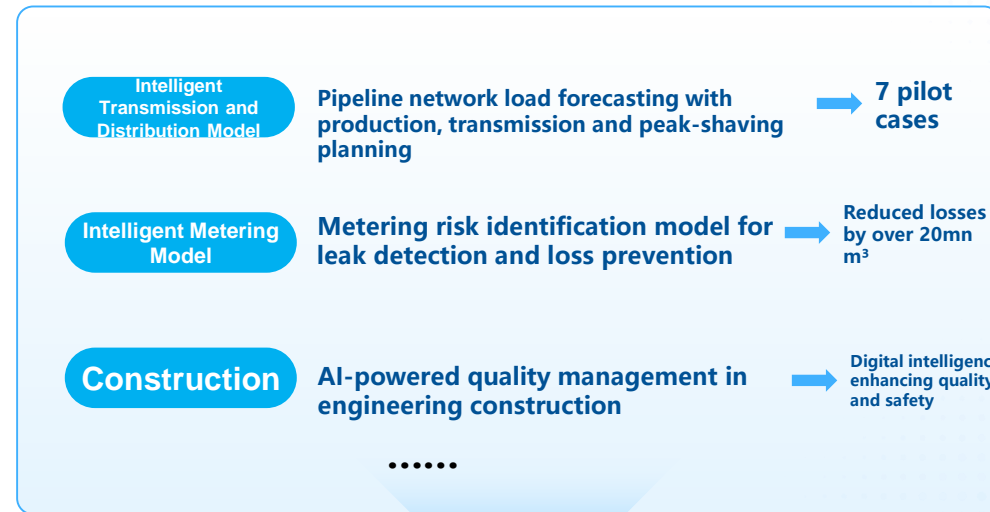
- Enhancing safety and reducing operational costs through IoT infrastructure and intelligent model

Reducing Operational Costs through Intelligent Model



- 24/7 intelligent monitoring and inspection: transitioning from scheduled to predictive maintenance for enhanced safety and cost reduction

Enhancing Operational Efficiency through Intelligent Model



- Developing intelligent transmission models with systematic operational expertise: implement real-time monitoring and risk identification across construction, operations and dispatchng for quality and efficiency enhancement

Implementing Integrated Energy Concept to Promote the Steady Growth of Integrated Energy Business

- IE sales volume reached 41.57 bn kWh, a 19.8% y-o-y increase

Cumulative Projects
in Operation | **356**

Newly Added Projects
in Operation | **60**

Cumulative Installed
Capacity in FY2024



Cumulative Installed
Capacity

13.3 GW

2023: 11.6 GW

Maximum Supply
Capacity in FY2024



Maximum Capacity

66.23 bn kWh

2023: 55.73 bn kWh

IE Sales Volume
in FY2024



Sales Volume

41.57 bn kWh

2023: 34.70 bn kWh

Penetrating into Industrial Production Processes and Leveraging Integrated Energy Usage & Supply and Intelligent Solutions for Rapid Business Expansion

- Based on energy usage patterns and demand across production processes, delivering integrated energy-carbon solutions with combined resources, efficient equipment and intelligent control products

Key Strategies

Penetrate into Production Processes

Based on energy usage patterns and demand across production processes, delivering integrated energy-carbon solutions with combined resources, efficient equipment and intelligent control products

Expand in Multiple Industries

Implementing integrated solutions for textile printing and dyeing clients - from dye vat upgrades to waste heat utilisation in setting machines - while expanding into food, glass and battery industries

Solutions

Demand-Driven Supply, Intelligent Supply-Demand Coordination

Equipment Upgrades + Intelligent Control Products: Digital Intelligent Systems Enable Precise Matching

Installed Capacity of Factory

Installed Capacity in FY2024

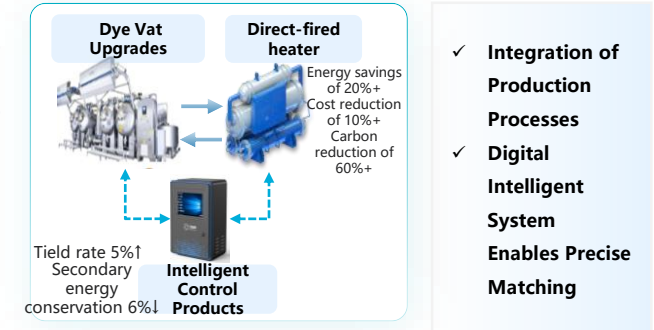
0.66 GW

Cumulative Installed Capacity

7.44 GW

Case study: integrated online-offline solution

Direct-Fired Dye Vat Upgrade + Setting Machine Waste Heat Utilisation + Intelligent Control Products



“ Intelligent Matching of Production Processes (Dye Vats) and Energy Supply Characteristics (Temperature Control) ”



Dye vat contracts in 2024: 727 signed, 215 implemented, with market potential of 8,000-10,000 units

Fulfilling Building Customers' Quality and Comfort Requirements, Driving Business Growth through Digital Intelligence

- Promoting smart HVAC controls and other digital intelligent products, expanding scale through customer exploration within the concession area and collaborations with enterprises outside the concession area

Installed Capacity of Building

Installed Capacity in FY2024

0.54 GW

Cumulative Installed Capacity

2.60 GW

Key Strategies

Multi-System Coordination

Fulfilling building customers' health and comfort needs, leveraging intelligent control products for coordinated expansion across HVAC, water heating, lighting and fresh air systems

Multi-Dimensional Expansion

To achieve scale expansion through customer exploration within the concession area and collaborations with enterprises outside the concession area for ecological and channel development

Energy Station Facility Upgrades

Room Temperature-HVAC System Co-optimisation Algorithm Enables Dynamic Adjustment and Intelligent Optimisation Matching

Solutions

Integrated Multi-System Solutions

- HVAC
- Water Heating
- Lighting
- Lift...

Single Building clients

- Commercial complex
- Hotel
- Office building
- Hospital...

Building Complex Clients

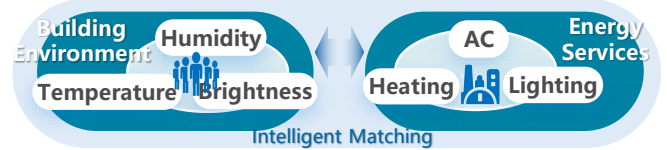
- Hotel complex
- Commercial complex

Case study: energy efficiency upgrade for existing cooling systems + intelligent control products

- ✓ Chiller Unit + Pump Frequency Conversion Energy Saving Upgrade
- ✓ Intelligent Control Products



Intelligent Matching of Environmental Comfort and Energy-Carbon Systems



137 HVAC project contracts signed for public buildings in FY2024
Market potential exceeding 10,000 projects

Constructing Integrated Capabilities of Load-Source-Grid-Storage-Sales to Secure Various Industrial Park Projects

- Integrating energy-resource systems to implement 'load-source-grid-storage-sales' IE micro-grid models, actively securing small and micro industrial park projects
- Tapping into existing customers, improving quality and efficiency, and optimising and supply-demand system matching. Capturing customers through IE micro-grid and driving the acquisition of traditional industrial parks

Installed Capacity of Industrial Park

Installed Capacity in FY2024

0.53 GW

Cumulative Installed Capacity

3.29 GW

Key Strategies

Implementing 'Load-Source-Grid-Storage-Sales' Integrated Solutions to Secure Small and Micro-Industrial Park Projects

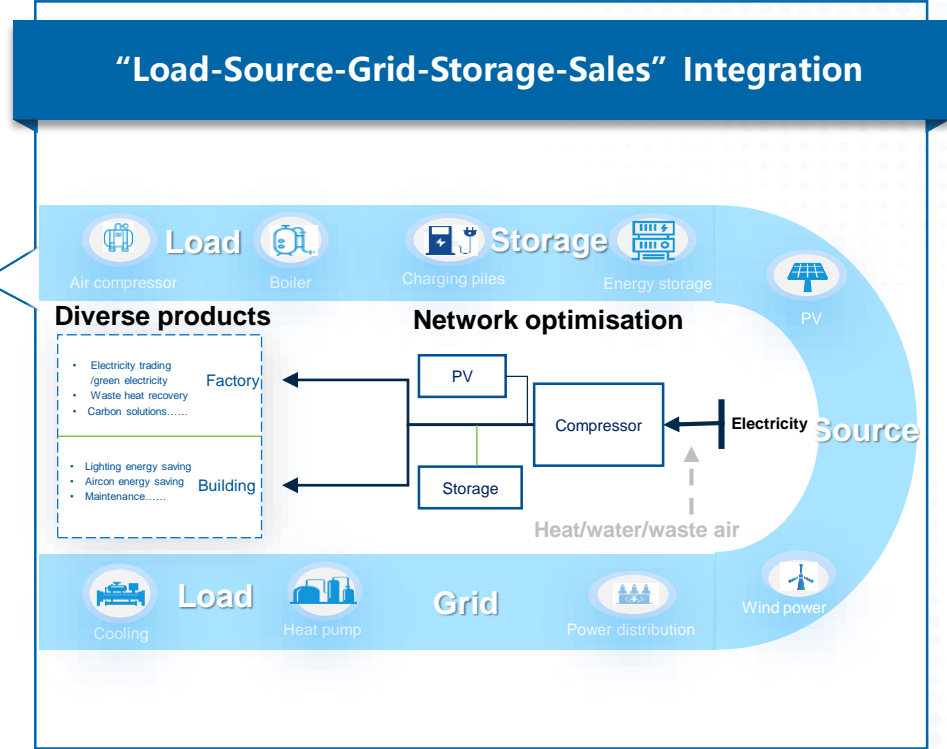
- Approaching by grid: implementing integrated load-PV-storage solutions
- Multi-product value creation for end-users
- Executing long-term power sales agreements, spot market and green energy trading to unlock load and resource value

	New grid connection	
FY2024	Photovoltaic	Energy storage
	236 MW	80 MWh

Optimising Energy Supply Systems to Secure Traditional Industrial Park Projects

- Tapping into existing customers and improving operational efficiency, expanding existing park value through integrated solutions + intelligence
- Proactively securing and optimising large park projects: reducing investment intensity for better returns

FY2024	Existing customers developed	Newly added parks
	8	5






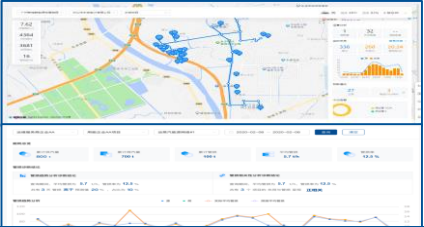
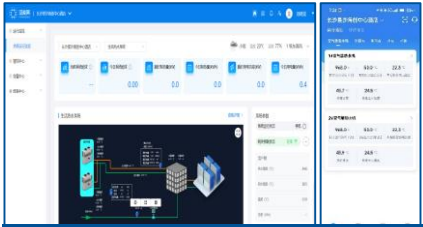



Signed 0.84 GW of capacity for small and micro industrial park projects in FY2024

Market potential exceeding 500 GW for PV-storage-grid and multi-product solutions

Unlocking Intelligent Value and Continuous Lean Operations

- Continuous innovation in intelligent products supports lean operations for cost reduction and efficiency enhancement

 Improved Efficiency of PV and Energy Storage Systems	 Pipeline Loss Management	 Heating Cost Reduction	 Resource Optimisation
<div data-bbox="198 544 665 686"> <ul style="list-style-type: none"> Intelligent PV Cleaning Inverter Fault Diagnosis Component Shading Optimisation Energy Storage Operation Strategy Optimisation </div> <div data-bbox="290 736 586 872"> <p>PV power generation efficiency up 2.1% Energy storage system efficiency up 1.5%</p> </div> <div data-bbox="234 868 619 1082">  </div> <div data-bbox="234 1082 619 1136"> <p>IE Micro-grid of Load-PV-Storage Intergration</p> </div>	<div data-bbox="764 544 1230 686"> <ul style="list-style-type: none"> Intelligent Steam Theft identification Intelligent Leakage Detection Intelligent Abnormal Meter Detection Steam Usage Fluctuation Warning </div> <div data-bbox="835 746 1166 822"> <p>Thermal pipeline loss down 1.3%</p> </div> <div data-bbox="784 858 1205 1082">  </div> <div data-bbox="784 1082 1205 1136"> <p>Hot Grid Optimisation Simulation</p> </div>	<div data-bbox="1332 544 1798 686"> <ul style="list-style-type: none"> Temperature-Adaptive Regulation Intelligent Heat Source Replacement Intelligent Hydraulic Balancing Intelligent Heat Theft Prevention </div> <div data-bbox="1403 746 1760 822"> <p>Heating gas unit consumption down 5%</p> </div> <div data-bbox="1386 858 1806 1082">  </div> <div data-bbox="1386 1082 1806 1136"> <p>Intelligent Room Temperature Control</p> </div>	<div data-bbox="1903 544 2369 686"> <ul style="list-style-type: none"> Surplus Energy Monitoring Surplus Energy Development Solutions Surplus Energy Utilisation Dispatch Surplus Energy Settlement </div> <div data-bbox="1989 768 2295 808"> <p>Energy cost reduced</p> </div> <div data-bbox="1972 858 2367 1082">  </div> <div data-bbox="1972 1082 2367 1136"> <p>Resource Insight and Intelligent Dispatching</p> </div>

Leverage Intelligence to Tap into Customers' Needs to Achieve Rapid Growth in Value Added Business

- Value added business achieves steady growth in average transaction value per customer, with rapid expansion in intelligent products and quality life business

FY2023
Average Transaction Value Per Household | **RMB 476 /household**

FY2024
Average Transaction Value Per Household | **RMB 612 /household**

Strengthening Core Products



Upward Potential In Penetration Rate

23.9%

Expanding Offering of Intelligent Products



Rapid Growth In Contracted Amount

RMB 819 mn

yoy Growth of 474%

Upgrading Quality Services



Gross Profit Breakthrough Achieved

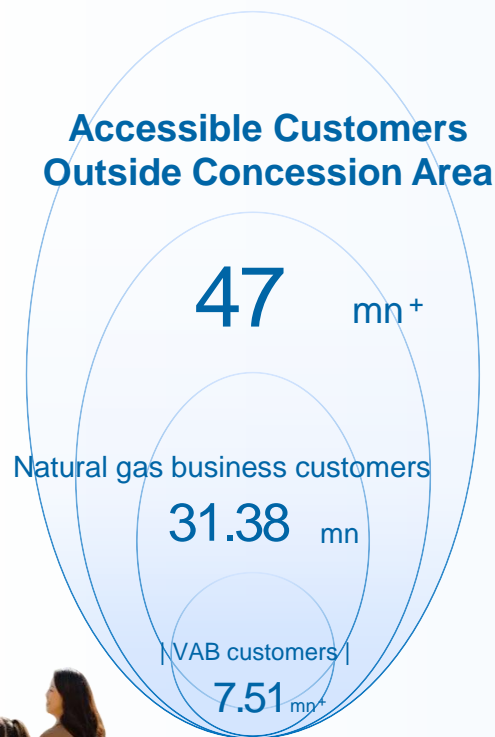
RMB 20 mn

yoy Growth of 1087%

Stabilising Core Products, Integrating Service & Value Creation, and Boosting Product Sales of Self-owned brand

- Analysing evolving needs in household kitchen scenarios, precisely identifying customer needs, and building product ecosystem to meet customers' requirements

Household Customers



Operating Plan

Accelerate Sales of Self-operated Brands

- Expand service items and improve the security and maintenance system to meet customer needs
- Leverage policies on urban renewal and old community renovation to introduce differentiated product strategies
- Optimise the existing product structure, supplement product series to meet customers' diversified needs

Explore Existing Household Customers

- Refine the network, establish community stores, integrate resources such as gas services, community group buying, on-site promotion in residential areas, and community operation, driving value creation through services.
- Formulate standardised processes for rapid expansion

Optimise the Services for Newly Acquired Real Estate Customers

- Transition from volume-driven value creation to quality optimisation, and value creation per household maximisation
- Draw on proven models to accelerate deployment of concealed installations and gas appliances in property delivery scenarios

Expand Sales Beyond the Concession Area

- Utilise mature experience to support partners outside concession area in team building
- Provide support for rapid expansion through means such as marketing strategy training and product support

Kitchen Appliances Sales **+48.8%**
477 thousand units

FY2023: 321 thousand units

Of which, Self-owned brand Sales **+62.2%**

293 thousand units

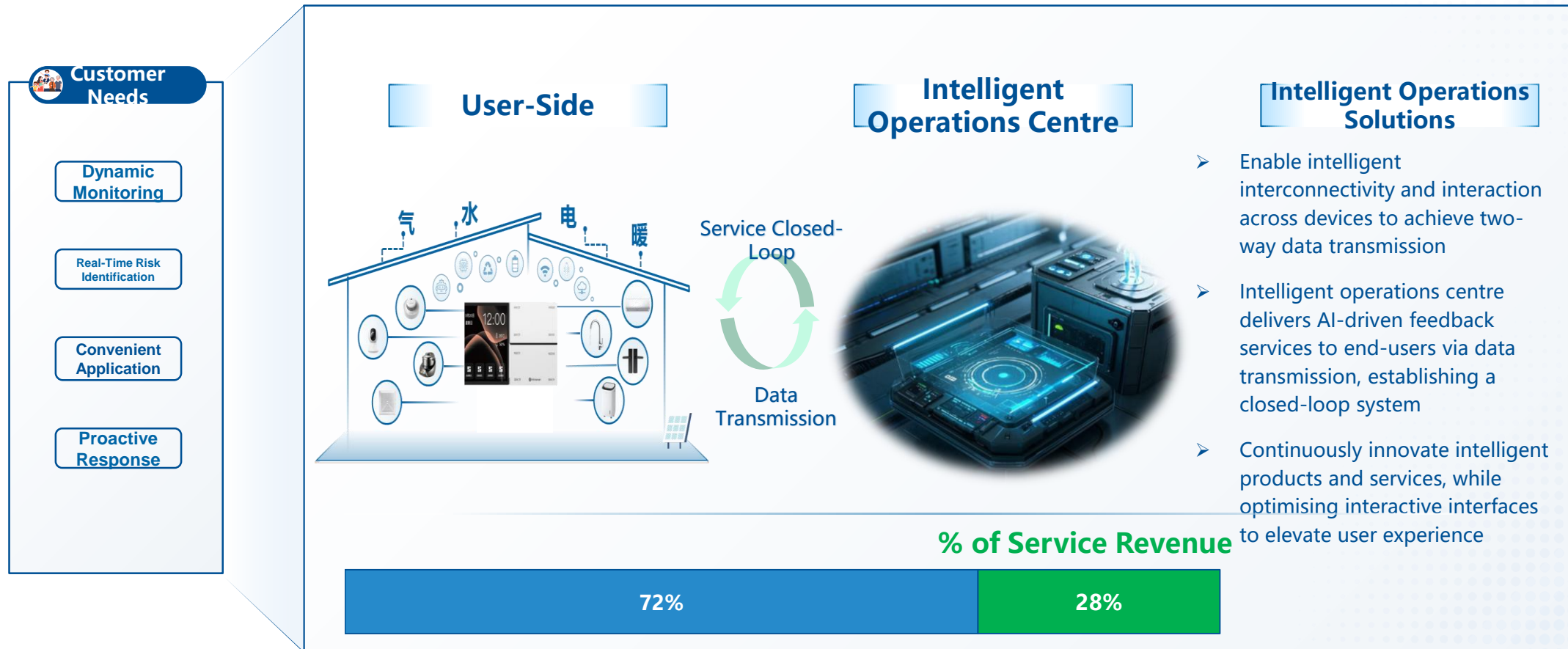
FY2023: 181 thousand units

No. Of partners outside Concession area **+250%**
63

FY2023: 18

Rapid Development of Intelligent Products to Achieve Sustained Service Revenue

- Connecting intelligent products with intelligent operations centres to form a portfolio of intelligent products for safety monitoring and proactive response, expanding beyond traditional gas appliances to achieve sustained service revenue



Understanding Quality Lifestyle Needs, and Leveraging Intelligence to Explore New Value Added Business Models

- Exploring quality lifestyle models including kitchen renovation, home services, instant retail, setting up a new landscape for value added business



➤ Utilising Intelligent Tools to Deliver All-Scenario Visualised Solutions for Users

■ AI-Powered Property Layout Recognition

Using photos/property websites to match layouts and determine user kitchen plans

■ AI-Assisted Decoration Style Confirmation

Confirm the user's decoration style through the sample pictures selected by the user

■ AI-Generated Intelligent Solutions

Provide users with appropriate products and quotations

■ AI-Enabled Before-After Comparison

Provide renderings to facilitate users to compare before and after

➤ Innovative Home Delivery Services Model

Creating exclusive e-city e-home membership cards to meet diverse home service needs

Basic benefits include air tickets, gas services, appliance repair and cleaning

Value-added benefits cover insurance, health services and regional specialities

➤ Instant Retail Services at Service Halls

Building a new service ecosystem: adding product zones to transform natural gas customers into lifestyle-product users

Revenue **+1186%**
RMB70 mn

Water Purification Products

Family Health

Community Convenience Store

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Complex Domestic and Global Landscape Coupled with Macroeconomic Uncertainties

- In 2025, the global environment becomes more complex and uncertain, while the cyclical and structural problems in the domestic economy persist

Domestic

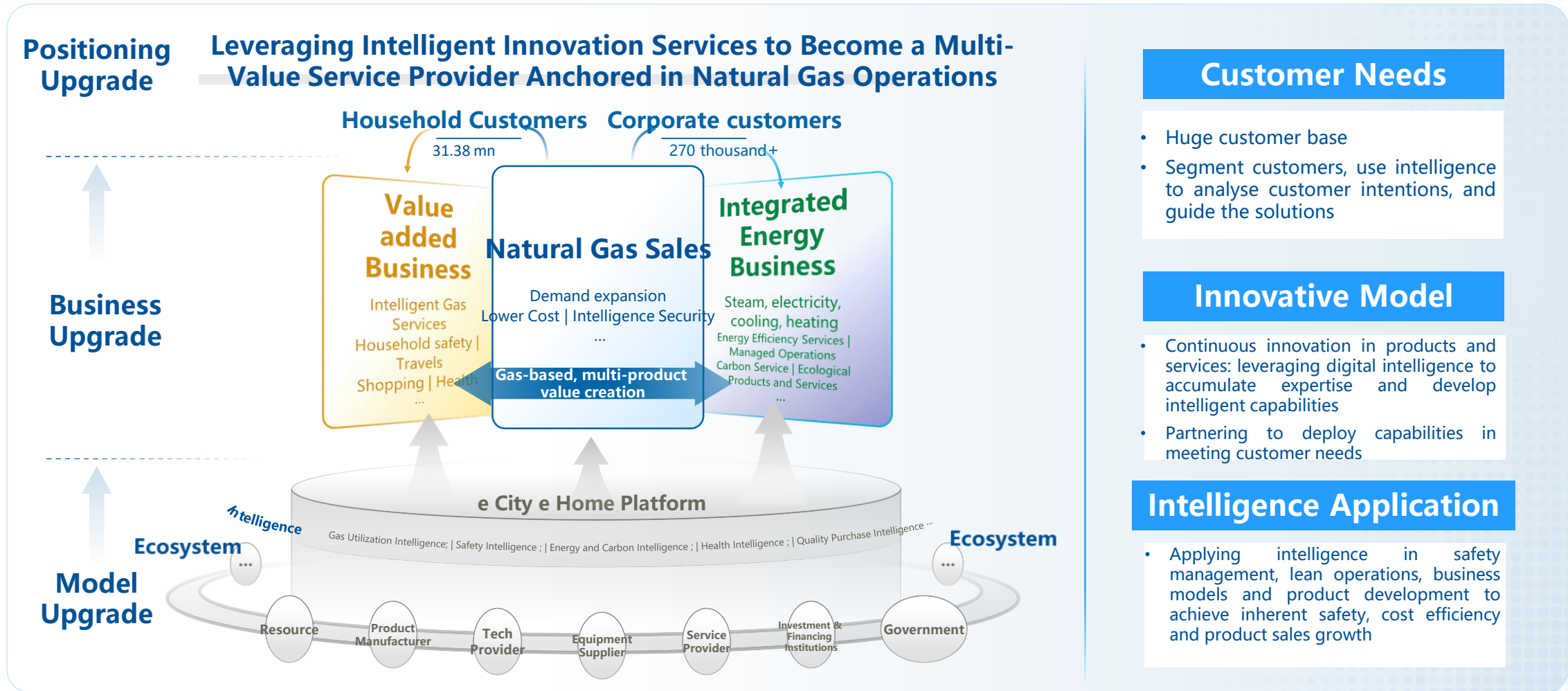


International



Committing to Strategic Upgrade: Focus on Customer-Centric Approach and Leverage on Intelligence for Sustained Business Growth

- To develop a long-term sustainability with the foundation of 31.38 mn to hundred million residential household customers and 270,000 to million C/I customer, accumulated industry expertise, driven by demand and intelligence-powered innovation



Customer Needs

- Huge customer base
- Segment customers, use intelligence to analyse customer intentions, and guide the solutions

Innovative Model

- Continuous innovation in products and services: leveraging digital intelligence to accumulate expertise and develop intelligent capabilities
- Partnering to deploy capabilities in meeting customer needs

Intelligence Application

- Applying intelligence in safety management, lean operations, business models and product development to achieve inherent safety, cost efficiency and product sales growth

2025 Key Initiatives

■ Implementing corporate strategy of expanding volume scale and business innovation for steady growth

Natural Gas Sales

Understanding Customer Needs for Steady Incremental Growth

- Deepening production process integration to uncover gas volume growth opportunities, accelerating industrial customer expansion through innovative resource models
- Leveraging government's "bottled-to-piped-gas conversion" policy to ensure safe operations while developing commercial & welfare clients at scale

Optimising Cost Structures through Resource-Facility Integration

- Optimising resource-facility capabilities based on customer needs to maintain competitive cost structures
- Sustaining prudent hedging strategies for dynamic management of volatile resource costs

Leveraging Intelligent Capabilities for Efficient and Safe Operations

- Enhancing intelligent monitoring and inspection capabilities through IoT infrastructure development, continuously iterating intelligent models to improve operational efficiency

Integrated Energy

Implementing Load-Source-Grid-Storage-Sales Model to Serve Industrial Park Clients

- Continuing to secure small and micro-industrial parks with integrated load-source-grid-storage-sales solutions
- Tapping into opportunities in existing industrial parks to provide low-carbon, high-efficiency energy-carbon services

Matching Production Processes to Enhance Factory Energy Efficiency and Product Quality

- Deepening production process integration: replicating printing and dyeing textile industry's online-offline model to expand into food, chemical and other sectors

Leveraging Intelligence to Deliver Precise Energy-Carbon Services for Public Building Customers

- Leveraging digital intelligence: deepening demand exploration among existing public building customers and expanding beyond the concession areas through collaborations with hotels and commercial complexes

Value Added Business

Precisely Identify Customers' Needs and Expand the Fundamental Business

- In alignment with government and customer requirements for gas safety, facilitate the deployment and refurbishment of essential gas infrastructure
- From a kitchen scenario, to drive sales growth through offerings including kitchen refurbishment, appliance upgrades, smart kitchen connectivity, and bespoke culinary services

Explore Innovative Products to Enhance Quality Services

- Leverage "safety" to extend AI product portfolios with smart interactions across gas, electricity and water, enriching product lines and enabling business model innovation
- Harness intelligence to interpret customer needs, exploring new services: home service cards, home health, kitchen renovation

Create an Intelligence Entity for Households, Unlock Future Potential

- Intelligently aggregate household profiles to precisely identify household intentions and enhance professional service capabilities. Role-based intelligence helps households to select the best services, realising a smart living style of households

THANK YOU

谢谢!

