

**ENGIE Energy  
Access**

**AN INCLUSIVE AND  
SUSTAINABLE BUSINESS  
TO CLOSE THE ENERGY  
GAP IN AFRICA**

[engie-energyaccess.com](http://engie-energyaccess.com)

**engie**

# ENGIE

The ENGIE Group is a global reference in low-carbon energy and services, with over 100,000 employees worldwide.

"Our purpose is to act to accelerate the transition towards a carbon-neutral economy, through reduced energy consumption and more environmentally friendly solutions. The purpose brings together the company, its employees, its clients and its shareholders, and reconciles economic performance with a positive impact on people and the planet."

## ENGIE IN 2021

### CONSOLIDATED TURNOVER

**€57.9bn**  
in turnover

### WE HAVE

**101,500+**  
employees

**€4.3bn**  
in growth CAPEX

### WE PRODUCE

**100,000+MW**  
installed power generation

### WE REDUCE OUR ENVIRONMENTAL IMPACT

**34%**  
of renewables in the electric capacity mix

### WE ARE INVESTING IN THE FUTURE

ENGIE is committed to achieving its  
Net Zero ambition by 2045

Key businesses: gas, renewable energy, services

As a global energy leader, ENGIE has been supporting communities' energy needs for over 200 years. The Group has extensive experience in Africa, having been active on the continent for more than 50 years, and started researching extending energy access to all in 2018.

In 2020, the ENGIE Group brought together its Solar Home system companies (formerly Fenix International, ENGIE Mobisol) and mini-grid business (formerly ENGIE PowerCorner), under ENGIE Energy Access. As a unified entity we are scaling up to be at the forefront of change.



“With our business, we deliver an optimized design for the electrification of rural areas, using the massive potential of the solar off-grid electrification sector as a way to bridge the energy and affordability gaps across Africa. As one of the first large private companies, we are integrating modular SHS with mini-grids within a sustainable business model, breaking the cycle of energy poverty while boosting economic activity in rural communities.”

Gillian-Alexandre Huart,  
CEO ENGIE Energy Access

## Our guiding principles

### Our Mission:

Deliver life-changing, affordable, reliable, and sustainable energy solutions with exceptional customer experience.

### Our Purpose:

Improve quality of life and economic potential of grid-deficient communities.

### Our Ambition:

Be a leading decentralized energy company that impacts 20 million lives by 2025.

## Meeting Africa’s Challenge

We set the benchmark for off-grid solar in Africa. With the broadest range of clean energy products and services available on the continent, we cover every customer need, while protecting the environment and accelerating the transition to green energy.

We are passionately inclusive so that our innovative solutions remain affordable - while performing to the highest level.

## Our Impact\*



\*status Feb 2023

## Our Solutions

Creating long-lasting change for off-grid communities requires long-term commitment and expertise. We have clearly demonstrated this as pioneers working at the forefront of the solar revolution for the past decade. From basic solar lighting kits to mini-grids powering whole communities, we meet customers where they are and help them to climb the energy ladder through fair pricing plans paid in instalments via mobile money.

**Solar Home Systems:** our Paygo Solar Home System range - MySol - is built on customer-centric design and innovation, providing last-mile services for all of its products.



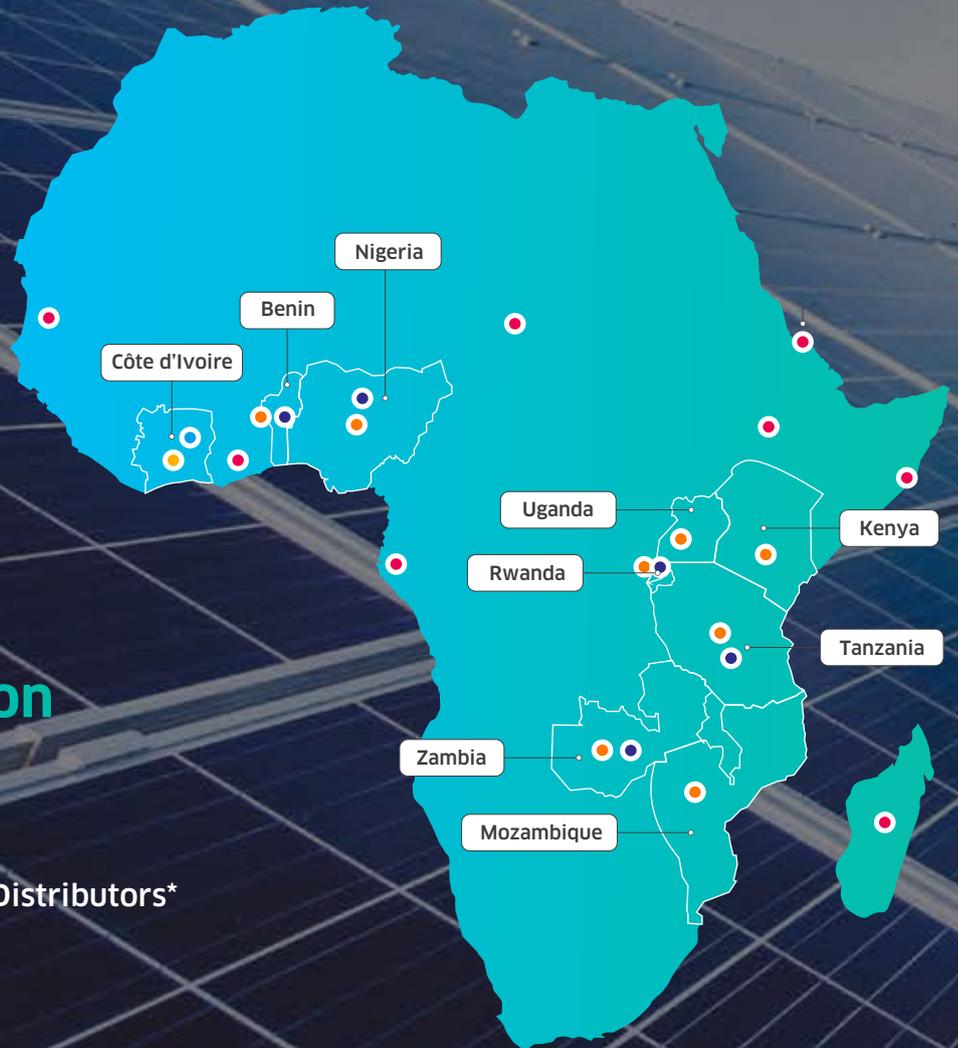
**Mini-grids:** our mini-grid solution MySol Grid is perfect for connecting thousands of customers in remote communities. It fosters economic development by enabling electrical productive use and triggering business opportunities for entrepreneurs in rural areas.



**Software:** our innovative, inhouse-developed software suite Paygee allows entrepreneurs to kickstart a Pay-As-You-Go (PAYGo) business and run last-mile distribution for any product worldwide, while giving true visibility on customer behavior.



# Our off-grid presence



## Decentralized power generation

- Mini-grids
- Solar Home Systems
- Authorized Third Party Distributors\*

\* Third Party Distribution also in Papua New Guinea, Vanuatu, and Colombia.

## We exist to change lives

With our business model we address the UN's Sustainable Development Goals. Through a smart combination of national grid extension, mini-grids and Solar Home Systems, we have already transformed millions of lives in 9 countries, and we aim to impact 20 million by 2025.



### SUSTAINABLE DEVELOPMENT GOALS



# Our MySol Product Range

We offer the widest range of PAYGo solar home systems throughout Africa. Our high-quality energy solutions cover home and business needs from 10W to 200W.



## Key Benefits

### Affordable and built to last

**Long-term investment:** our solar home systems are paid off in affordable instalments. At the end of the payment period, the customer owns the system. This is far more environmentally sustainable and cost-effective than the unlimited costs of carbon-based energy.

**Premium quality:** our innovative designs have been tried and tested in the field for homes and businesses.

**24/7 energy:** our reliable systems come with free of charge and exceptional after-sales service as standard so that customers stay connected.

**The local touch:** our call centers are located in customer regions and offer support in local languages.

**Long-term guarantee:** our warranty ensures peace of mind and customer satisfaction.

**Increasing prosperity:** our solar home systems offer clean energy for entrepreneurs on all levels to establish solar-powered businesses to boost their income.

**Empowering communities:** the system allows a business to run on clean energy, while our upgrades include hair clippers, fridges, soundbars and TVs that can be used to offer more value.

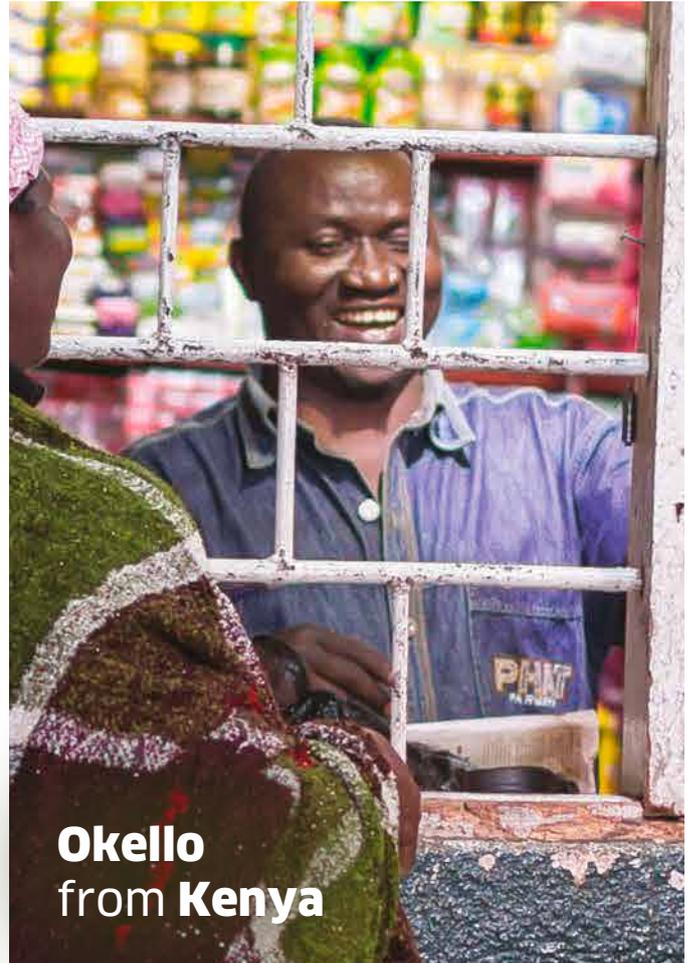
# Meet our MySol Customers



**Adjoua**  
from **Côte d'Ivoire**

Adjoua is a seamstress and mother of one from Côte d'Ivoire. Since she signed up to our solar home system, she has found that it helps her to manage her business and her home life much more easily.

**“Before, when there was no power, I could not work well and had to stop working around 5pm because of the darkness,” she says. “Now that I have light at work I can stop working at the time I want and once I arrive home, in the evening, I can do the housework easily. I can also watch TV with my children.”**



**Okello**  
from **Kenya**

Mr Okello lives in northern Kenya. He owns four small businesses - a tailoring center, grocery store, mobile-charging station and barber shop - that are all run by a single 200W solar home system.

Acquiring the solar-powered haircutter allowed him to open his barbershop, and with the mobile charger, he can charge 10 customers' phones simultaneously.

**“I love that I make money with my solar system and can pay off the installments with what I earn. The system was installed right after I signed up - and if there are any problems I can just call the hotline and they will send a technician to fix the issue.”**

# Powering every off-grid energy need

From families lighting up for the first time with solar, to entrepreneurs running businesses of all sizes, and self-sufficient remote villages catering to every family and facility in their locality, we've got all ends of the off-grid spectrum covered.

## AT HOME

### Families



#### Lighting

Our entry-level system meets basic lighting needs, while enabling customers to access useful upgrades. It is a clean, safe and economical alternative to kerosene and is the lowest cost possible without sacrificing on quality. It powers:

- Lights
- Phone charger
- Radio or Torch



#### Entertainment

For families ready to move up the energy ladder, our entry-level TV system covers basic lighting needs and introduces entertainment. It powers:

- Lights
- Phone charger
- MySol Pro with 24" TV



#### Ultimate experience

Enjoy a quality grid experience while off-grid. The biggest home system in our range offers enough power for a premium experience, covering lighting, fan and entertainment needs. It powers:

- 6 lights
- Soundbar
- Fan
- 200W System with 42" TV

## AT WORK

### Businesses & institutions



#### Basic business

Off-grid entrepreneurs use our appliances to improve their earning potential. Our most affordable PAYGo system for small businesses powers income-generating activities, including:

- 4 lights
- 2 hair clippers
- Phone charging station
- 120W System with 24" TV



#### Advanced business

Our most powerful PAYGo system for small businesses is a productive investment as it has enough capacity to cool drinks, charge phones and provide TV entertainment. It includes:

- 6 lights
- 100 liter fridge
- 200W System with 42" TV



#### Custom offering

Essential off-grid services require big capacity, high-quality systems with reliable after-sales service. Our custom offerings power large facilities and tools for productive use, such as:

- Schools
- Healthcare centers
- Offices
- Solar water pumps

# Our Mini-grid Solution: MySol Grid

## Unlocking the economic potential of rural communities across Africa

With our MySol Grid solution, we provide decentralized solar PV energy on a large scale: smart electricity meters connect households, local businesses and public services such as schools and healthcare centers to our reliable, affordable and renewable mini-grid electricity.

They can be used standalone or integrated with our Solar Home Systems – as a complementary solution.

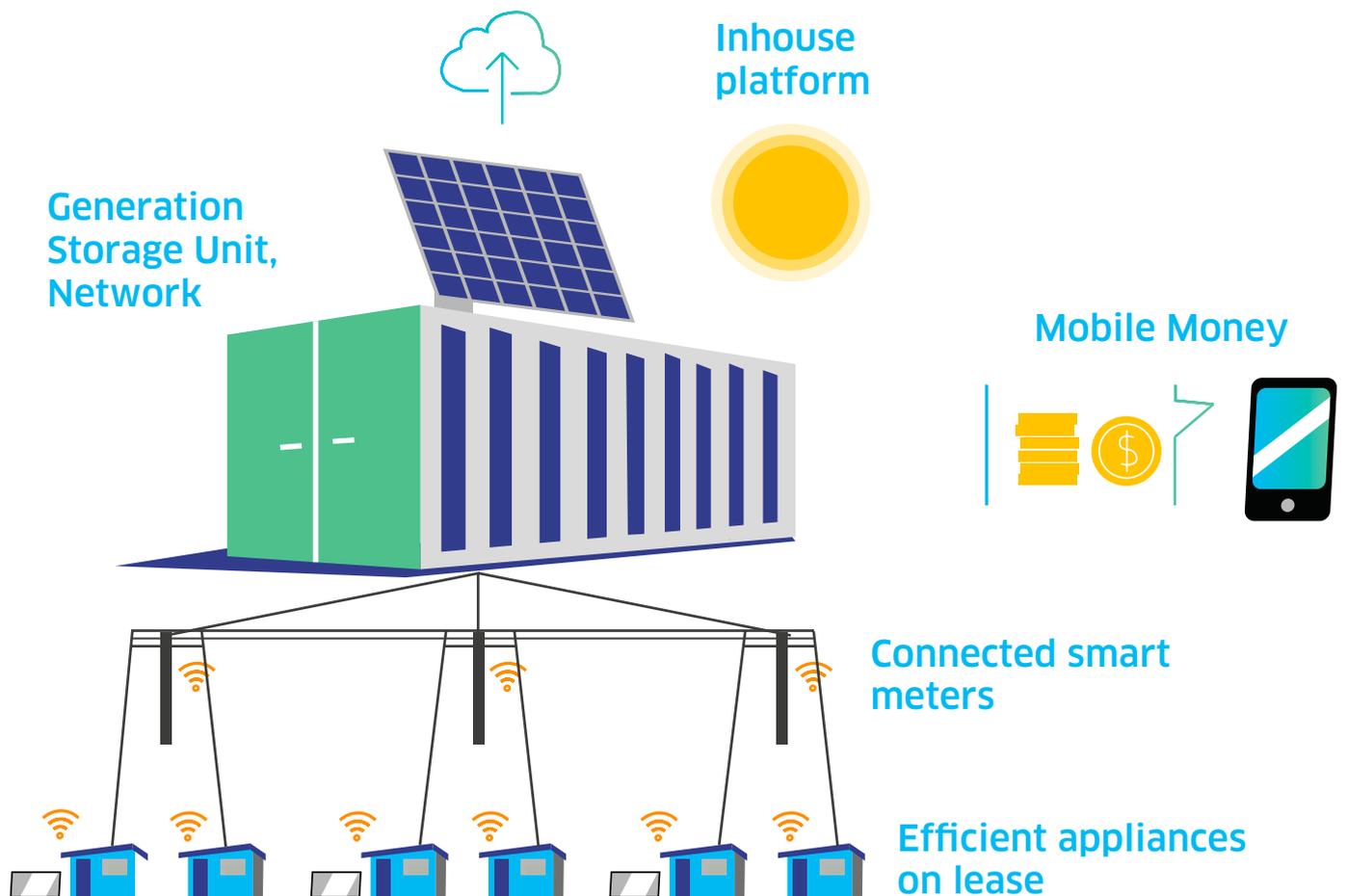
MySol Grid facilitates access-to-energy efficient appliance (mills, industrial tools, etc) via a lease-to-own model and further offers energy services for electric mobility, clean cooking, water, digital connectivity, etc.

The primary focus of MySol Grid is to support income-generating activities, sustainably increasing economic welfare and improving the living conditions of its customers.

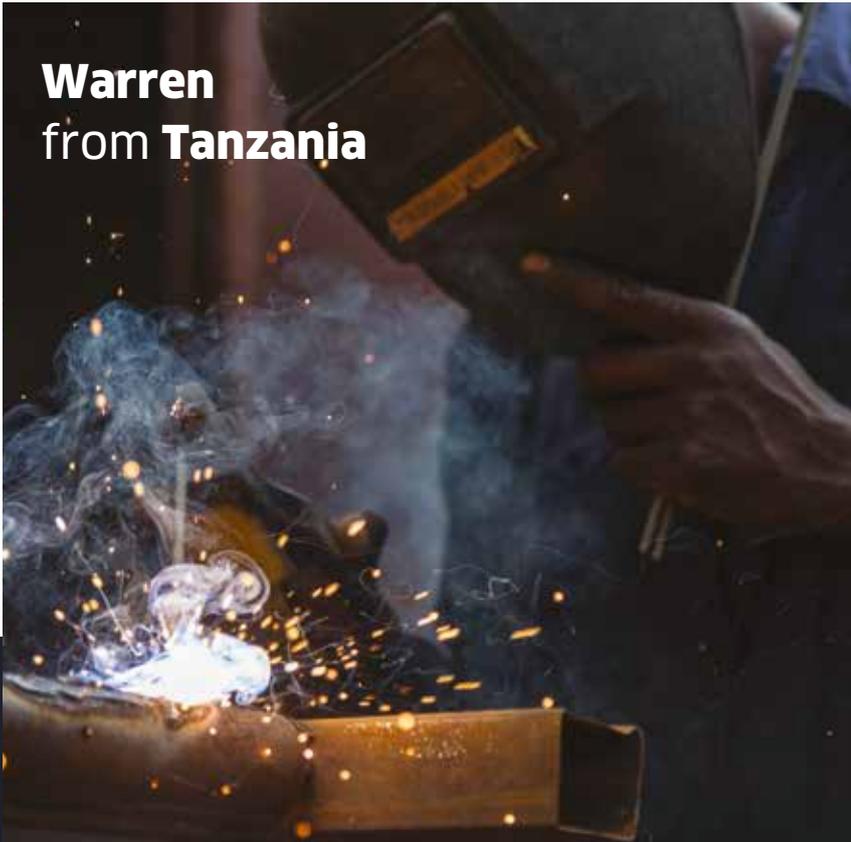


# MySolGrid

## Technical Set-up



# Meet a MySol Grid Customer



## Warren from Tanzania

Warren, a welder living in Tanzania, says that signing up to his local village's MySol Grid has changed the future prospects of his family. He explains:

**“I am very pleased with the mini-grid service because it is cheaper than diesel to run my machines, and it is reliable. Since I switched to MySol Grid, I have been able to start selling some groceries as a second business and diversify my revenues. As my income has increased, I can now pay for my two children to go to university.”**

## Powering every off-grid energy need

### COMMUNITY SOLUTIONS

### Businesses & institutions



#### Clean energy for all

Our mini-grids serve all levels, from small homes to large organizations:

- Workshops and tradespeople
- Retail services (shops and restaurants)
- Public services (health centers and schools)
- Families and individuals



#### Access to appliances

We offer energy-efficient appliances for productive use that are available via cash purchase or lease-to-own loans, including:

- Fridges
- Welders
- Compressors
- Milling machines
- Water pumps & more



#### Premium support

Our after-sales service includes extensive support depending on the community's needs, such as:

- Trainings in safety and use of appliances
- Business incubation programs for entrepreneurs
- Dedicated support agent for each mini-grid
- Smooth aftercare thanks to our digital system

# Our Software Solution: Paygee

Paygee, our innovative, inhouse-developed software suite, allows entrepreneurs to kickstart a Pay-As-You-Go (PAYGo) business and run last-mile distribution for any product worldwide, while giving true visibility on customer behavior.

The suite has been proven for 11 years, with more than 1.6 million devices managed via the platform. A dedicated support team helps sales agents and technicians across global markets in more than 25 countries and advises on optimizing operations.

The built-in technician app means technical issues can be resolved quickly and remotely.



## Paygee

The PayAsYouGo Ecosystem

### Track Payments

Accept Mobile Money payments and manage any outstanding payments.

### Sell More

Upsell products and services across a customer's lifetime to maximise revenue.

### Manage Inventory

Keep track of your stock across your stores, agents and customers.

### CRM & Aftersales

Tools allow your customer care team to offer targeted after sales support.

### Offline functionality

The Paygee sales app makes it easy for your agents to start selling, even without a data connection.

### Task Management

Schedule and co-ordinate all agent tasks for customer care, tech support, loan management and repossessions.

# GET IN TOUCH

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