

AI-powered Voice and Chatbots for the Energy Sector

Data privacy, hosting, and service optimization with botario by NFON

Why AI solutions matter for energy providers

Energy companies and municipal utilities face growing demands to manage customer inquiries swiftly and efficiently—while delivering exceptional service and transparency. AI-powered voice and chatbots provide an innovative way to automate customer communication — without losing the personal connection or customer trust.

NFON, a leading provider of cloud communication solutions since 2007, acquired botario in 2024. botario specializes in communication automation and has delivered cutting-edge AI solutions across various industries since 2019, including the energy sector. The platform stands for innovation, quality, and flexibility.

To meet the highest data protection standards, botario offers fully GDPR-compliant, tailor-made solutions. This document outlines the practical benefits and application areas of botario's AI-powered communication tools for energy providers and municipal utilities.



Reliable, Secure and Scalable

GDPR compliance by design

Data processing in line with European data protection regulations, with full transparency and accountability.

Hosting in Germany

High-performance data centers ensure maximum security, legal certainty, and availability.

On-premise deployment options

For energy providers with particularly sensitive data, the entire solution can be hosted on internal infrastructure — giving you full control and independence from third-party providers.

Key Benefits

- **24/7 Customer Support:**
Ensure round-the-clock assistance through AI-powered chat and voice bots, reducing wait times and improving customer experience.
- **Process Automation:**
Automate repetitive tasks such as meter readings, billing inquiries, and account updates, freeing up staff for more complex issues.
- **Seamless Integration:**
Easily connect with existing CRM, billing, and ERP systems via open REST/SOAP APIs, ensuring smooth data flow and process continuity.



Core Features

- Meter Reading Automation:**
 Customers can submit electricity, gas, and water readings through bots, which validate and forward data directly to CRM systems.
- Account Management:**
 Enable customers to update personal information, manage SEPA mandates, and adjust payment plans effortlessly via chat or voice interfaces.
- Move-In/Move-Out Processing:**
 Facilitate seamless transitions for customers changing addresses, with bots handling data collection and system updates.
- Billing Support:**
 Provide instant access to past invoices and simulate future bills, enhancing transparency and customer trust.

With botario by NFON, energy providers enhance service efficiency, improve customer satisfaction, and futureproof their communication infrastructure — all while staying compliant and secure.

Added Value for Customers

24/7 Service Availability

Customers can access support and self-service options anytime, even outside business hours.

Quick, Automated Answers

Immediate responses to common queries such as billing, meter readings, and contract information.

Seamless Account Management

Update personal details, manage SEPA mandates, submit meter readings, or request move-in/move-out services via chat or voice bot.

Transparent Billing Support

Access past invoices and simulate future bills quickly and easily.

Added Value for Energy Providers

Reduced Workload

Bots automate routine inquiries, freeing up staff for higher-value tasks.

Optimized Processes

Data collected via bots is validated and seamlessly integrated into CRM and billing systems.

Improved Customer Satisfaction

Faster responses and 24/7 service increase customer trust and loyalty.

Legal Compliance

All interactions are fully auditable, GDPR-compliant, and can be hosted on-premise if required.