

Project: Integration of Statements to third parties and UtilityReport

Pražská plynárenská, a. s.



Pražská plynárenská, a.s. supplies gas and electricity to more than 425 thousand customers (supply points) and is one of the major energy suppliers in the Czech Republic. In addition to energy supply, an important priority of the Pražská plynárenská, a. s. Group is energy security and also the provision of comfort and services to customers.

The aim of the project is to integrate the existing “Statements to third parties” information system [hereinafter referred to as “V3S”] and the UtilityReport services (operated by HRDLIČKA spol. s.r.o.). The project expanded the existing input channel of the e-Portal (e-portal.ppdistribuce.cz) for receiving applications in the V3S information system with an additional input channel for receiving applications via the public UtilityReport service.

Through the e-Portal of the Pražská plynárenská, a. s. Group, it is possible to obtain comments and statements on the existence of networks and comments on the project documentation of selected buildings and structures, as well as to submit applications for connection to the distribution system, applications for the delineation of gas facilities in the area of interest and notifications of the handover of the relevant sites.

The main benefit of the implementation of the solution is significant reduction of workload, mainly due to the centralisation of applications and automation of the processing of comments. The integration of V3S and UtilityReport is expected to reduce the number of applications submitted through the mailroom and data boxes by 60 %.

The project of V3S and UtilityReport integration brings, in addition to the considerable reduction of workload on the part of Pražská plynárenská, a.s., improvements in the area of customer service. For external users, this means significant benefits through simplified communication. Thanks to electronic communication via the e-Portal, the external user saves time; for example, in the case of the Statement on the existence of networks, thanks to automation, the statement is returned in a very short time [a few minutes at most].

The e-Portal solution for Pražská plynárenská, a.s. provided by Asseco Central Europe, a. s. has been deployed since 2018. The e-Portal is gradually being expanded to include new agendas related to the building procedure. The project of V3S and UtilityReport integration was under implementation from 1 September 2022 and the solution was released into production on 3 January 2023.

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