Mashal Dhawan

CEO- Asia

SEW.AI

How will SEW.AI shape global energy and water transformation over the next 25 years, and what strategies will drive it?

Energy and water have always grounded my perspective, not as industries, but as the essential forces of everyday life.

We rarely notice them when they work. But when our energy bill spikes, a tap runs dry, or outages hit, we're reminded how deeply we depend on these invisible systems.

That's why we built **SEW.AI.** Not as a tech company chasing trends, but as a purpose-led AI company strengthening the lifelines the world relies on: energy, water, and the intelligence connecting them.

The world is changing faster than the systems that support it.

More AI demands more energy. Electrification, water stress, climate impacts, and EV adoption are putting unprecedented pressure on grids and water systems.

At SEW.AI, when you are responsible for the backbone of modern life, you cannot afford to experiment. So we didn't take horizontal AI and try to force it into utilities. We built **Vertical AI platforms,** designed for the realities of energy and water.

Three strategies guide our path forward: deep Vertical AI built for critical infrastructure, a connected digital ecosystem, and equitable access and inclusion.

How is the energy and water sector evolving, and what makes SEW. AI uniquely positioned to lead this transformation?

Every major global shift has been powered by one defining transformation – from telecom with 5G to fintech reshaping access to payments. Today, **that transformation is happening in energy and water.**

As AI reshapes every industry, energy and water are no longer operating in the background. **They are fueling the transformation of every other industry.** At the same time, AI is becoming this industry's greatest enabler. Utilities face pressures like no other: rising demand, climate volatility, eMobility growth, aging infrastructure, and 24x7 expectations.

Here, AI is **the only path to delivering reliability, resilience, and equity at scale.**

That's why our Vertical AI Platforms are purpose-built for **every industry touchpoint,** unifying customers, workers, operations, and the grid to operate into **one connected ecosystem.**

What makes this especially powerful is **how we co-innovate with the industry** in partnership with the most forward-looking utilities across the world - from U.S. to India.

That's the role SEW.AI plays in this transformation: bringing the

intelligence and industry-trained AI models needed to build a reliable, resilient, digital, and equitable energy-water future.

What impact is SEW.AI creating today, and how are you empowering billions of people, especially in India?

Today, SEW.AI empowers over **1.4 billion people** across **47+ countries.** supporting more than **470 utilities.** This reflects why customers love our platforms and the trust the industry places in us.

Whether it's helping a family report an outage instantly on their phone or enabling a field crew to restore service faster through AI-assisted workflows, every interaction improves reliability and everyday experience.

India plays a defining role in this impact. With some of the most ambitious energy and water challenges, the scale and complexity here set a global benchmark for transformation.

We're proud to partner with industry leaders like **Tata Power, Indian Oil, Gujarat Gas, and Bihar Bijli** to advance eMobility, clean energy, customer empowerment, and energy equity.

When we talk about serving people at scale, **we're truly talking about billions of people.** Not as a distant vision, but as a reality powered by our platforms today. And with a bold ambition to reach 4 billion people globally by 2030, bringing the power of People + AI working together to create meaningful and lasting impact.