Energy and utilities agents on Katonic

35 agents across nine areas

An energy company's work runs through its grid, plant, meter, customer and back-office systems and the documents around them. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a permit, a contractor's submittal, a customer's letter, an inspection report.
02	**A knowledge source.** Operating procedures, safety rules, engineering standards, licence conditions, tariffs and the complaints procedure are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The company gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: work orders, assets, customer accounts, meter reads, outages.
04	**An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to the data warehouse, reporting databases that hold grid and plant history, and web search.

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS

01	Grid and system operations	2
02	Field operations	2
03	Assets and integrity	3
04	Health, safety and environment	3
05	Customers and billing	4
06	Meters and data	4
07	Regulation and markets	5
08	Engineering and connections	5
09	Procurement, finance and people	6

AREA 01

Grid and system operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Grid Optimization Agent	Sets loading, voltage and constraint data against the limits the engineers set, and proposes adjustments, with the readings behind each	Grid data from a reporting database, read only	The control engineer decides. The agent operates nothing
Outage Prediction Agent	Ranks lines and feeders by outage risk from fault history, asset condition and the weather forecast, with the reasons	Fault and asset history from a reporting database; the forecast through an imported API	The network planner decides what to inspect or reinforce
Renewable Integration Agent	Sets the solar and wind forecast against demand and network limits, and lists the periods that need a plan	Forecasts and network data from a reporting database, read only	The system operator plans the response
Control Room Log Summary Agent	Drafts the handover summary from the control room log: events, switching, open faults, what to do first	The log as an uploaded file or from a reporting database, read only	The outgoing shift engineer checks and signs the summary

AREA 02

Field operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Field Procedures Q&A Agent	Answers a field worker’s question from the company’s own operating procedures and safety rules, cites the step, and says when they are silent	Procedures and safety rules as a knowledge source	It informs. Anything the procedures do not cover goes to the supervisor
Switching Schedule Check Agent	Checks a planned switching schedule against the switching procedure and lists every missing step, isolation or earth	The schedule as an uploaded file; the procedure as a knowledge source	The authorised engineer approves or returns the schedule
Job Pack Preparation Agent	Gathers what a crew needs for a job: the asset record, past work, drawings, the risk assessment and the permits required	Work orders and assets through an imported API; drawings and procedures as a knowledge source	The supervisor checks and issues the pack
Field Visit Report Agent	Turns a crew’s notes and photos into the visit report, with each finding tied to the standard it rests on	Notes and photos as uploaded files; standards as a knowledge source	The crew lead signs the report

AREA 03

Assets and integrity

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Asset Health Agent	Ranks transformers, substations and other assets by condition from test results and history, with the evidence for each	Test results and history from a reporting database, read only	The asset manager decides the plan
Inspection Findings Agent	Groups a period's inspection findings by asset, defect and severity, and lists the ones past their due date	Inspection records through an imported API	The integrity engineer decides every action
Integrity Record Review Agent	Reads an inspection or pressure test record and lists missing entries and values outside the limits the standard sets	The record as an uploaded file; the standard as a knowledge source	The integrity engineer accepts or rejects the record
Work Order Drafting Agent	Turns a technician's notes into a complete work order: asset, fault, work done, parts, time	The notes as an uploaded file; the asset list through an imported API	The technician or the planner submits it

AREA 04

Health, safety and environment

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Permit to Work Check Agent	Checks a completed permit against the site's permit procedure and lists every missing isolation, signature or precaution	The permit as an uploaded file; the procedure as a knowledge source	The permit authority issues or refuses the permit
Incident Investigation Report Agent	Turns witness accounts and the first report of an incident into the investigation report form, and lists what the procedure says must happen next	Accounts as uploaded files; the incident procedure as a knowledge source	The safety manager submits the report. Safety decisions are theirs
Hazard Study Action Agent	Lists the open actions from hazard studies and changes to plant, with owner, due date and status	Action records through an imported API or a reporting database	The process safety lead decides priorities and closes actions
Emissions Record Check Agent	Sets a period's emissions, flaring or discharge records against the permit limits, and lists gaps and readings outside them	Records from a reporting database; the permit as a knowledge source	The environment manager decides what to report and do

AREA 05

Customers and billing

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Usage Insights Agent	Drafts a plain explanation of a customer's bill and usage from the account and the tariff	The account and reads through an imported API; tariffs as a knowledge source	A customer service adviser checks and sends it
Complaint Response Agent	Sets out what happened from the account and contact history, checks the complaint against the complaints procedure, and drafts the response	The complaint as an uploaded file; history through an imported API; the procedure as a knowledge source	A complaints handler approves every response and any redress
Bill Query Check Agent	Checks a disputed bill against the meter reads, the tariff and past bills, and says where they disagree	Bills and reads through an imported API; tariffs as a knowledge source	The billing team decides any correction. The agent changes no bill
Outage Update Drafting Agent	Drafts updates to affected customers from the outage record, in the company's approved wording	The outage record through an imported API; approved wording as a knowledge source	The customer team sends every update

AREA 06

Meters and data

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Meter Data Analysis Agent	Flags reads that point to a faulty meter, a leak or a tamper, with the pattern behind each	Meter data from a reporting database, read only	An analyst decides what to investigate. The agent accuses no customer
Demand Forecasting Agent	Forecasts demand by area and period from history, weather and calendar, and shows the drivers	A reporting database; the forecast through an imported API	The planner uses or adjusts the forecast
Meter Read Exception Agent	Lists failed, missing and estimated reads by area and age, with the accounts they affect	Reads through an imported API	The metering team decides what to visit or re-read

AREA 07

Regulation and markets

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Regulatory Reporting Agent	Drafts a regulatory return from the company's data and the regulator's template, with each figure traced to its source	A reporting database; the template as a knowledge source	The regulatory manager checks and submits the return
Licence Obligations Q&A Agent	Answers a colleague's question from the company's licence conditions and the codes it must follow, with the clause cited	Licence conditions and codes as a knowledge source	It informs. Interpretation goes to the regulatory team
Regulatory Change Summary Agent	Summarises a new decision, consultation or code change and lists the parts of the business it touches	The document as an uploaded file or through web search	The regulatory team decides the response
Market Data Briefing Agent	Prepares a briefing from published market data: prices, system margins, outages, with the source of each figure	Public market data through an imported API	A trader or analyst decides. The agent places no trade

AREA 08

Engineering and connections

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Connection Application Check Agent	Checks a grid connection application against the published requirements and lists what is missing or inconsistent	The application as an uploaded file; the requirements as a knowledge source	The connections engineer decides and replies
Engineering Standards Q&A Agent	Answers an engineer's question from the company's standards and the standards it holds, with the clause cited	Standards as a knowledge source	It informs. The engineer owns the design decision
Contractor Submittal Review Agent	Sets a contractor's design or document submittal against the specification and lists departures	The submittal as an uploaded file; the specification as a knowledge source	The project engineer accepts, comments or rejects
Consent Conditions Summary Agent	Summarises the conditions of a planning or environmental consent: each obligation, its trigger and its date, with the clause	The consent as an uploaded file	The project team checks the summary against the consent

AREA 09

Procurement, finance and people

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Invoice Matching Agent	Matches a supplier invoice to the order and the goods receipt, and lists every difference	The invoice as an uploaded file; the order and receipt through an imported API	Accounts payable approves every payment
Contractor Compliance Check Agent	Checks a contractor's certificates, insurance and training records against the company's requirements and lists what is missing or expired	Documents as uploaded files; requirements as a knowledge source	The contracts team decides whether the contractor works
Cost Variance Review Agent	Sets a period's actual operating and project costs against budget and lists the largest differences with the figures	A reporting database, read only	The controller explains the differences and decides the actions
Training Content Agent	Drafts a short training note or quiz from a procedure, in the company's format	The procedure as a knowledge source	The training lead approves the content. The agent assesses no one

WHAT EVERY AGENT HAS IN COMMON

01 **It runs on the company's own infrastructure or private cloud,** with a model the company serves. Grid, customer and market data stay there.

02 **Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole organisation or for one team.

03 **A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no bill, work order, message or return goes out unapproved.

04 **No agent touches a control system.** Grid and plant data are read only; the operational network is not an agent's tool.

05 **The agent acts as the person using it.** Where the company's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.

06 **Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person, and no customer or control room waits on the agent.

THREE PLACES THAT FIT

Field Procedures Q&A

Field workers ask what the company's own procedures say and get the answer with the step cited. No operational system is touched, so it can run on day one.

Permit to Work Check

The agent lists every missing isolation or signature on a permit. The permit authority decides.

Complaint Response

The agent sets out what happened and drafts the response. A complaints handler approves it.

One team, one region, invented data first. Then beside the manual process, measured against it.

Each one prepares the work. A named person decides.

About Katonic AI

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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