

# Enhancing Infrastructure Assets with Artificial Intelligence: Highlighting Our Owner-Operator Advantage

Artificial intelligence (AI) has garnered countless business news headlines lately, with experts explaining how algorithms can transform everything from ecommerce to customer service. Brookfield Infrastructure has been exploring how to use AI to complement our strengths as a hands-on owner-operator, selectively deploying the technology across our portfolio to improve revenues and profit margins.

Our residential infrastructure platform is an example of how Brookfield is using AI to not only boost profits but to make life easier for our customers. Two of the companies within the platform, Enercare and HomeServe, serve 10.5 million residential customers. Enercare and HomeServe provide critical home infrastructure products and services, such as home plumbing, heating and cooling and electrical systems products, in addition to protection plans for those products and services.

## Converting Customer Calls to Sales

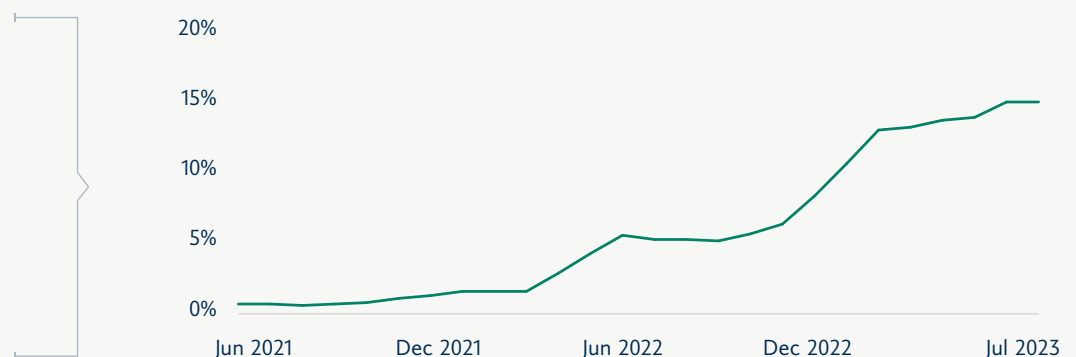
HomeServe is using AI to automate repair calls. The company receives around 3.6 million annual calls, of which about 45% are repair-related. By using AI, the company's call center has automated about 15% of those 1.6 million repair-related calls (**Figure 1**). Using AI "bots" to perform routine tasks such as scheduling appointments frees up human call agents to focus on higher-value customer calls.

**Figure 1: AI Automates a Growing Number of Calls, Reducing Calls Time**

ANNUAL REPAIR CALLS

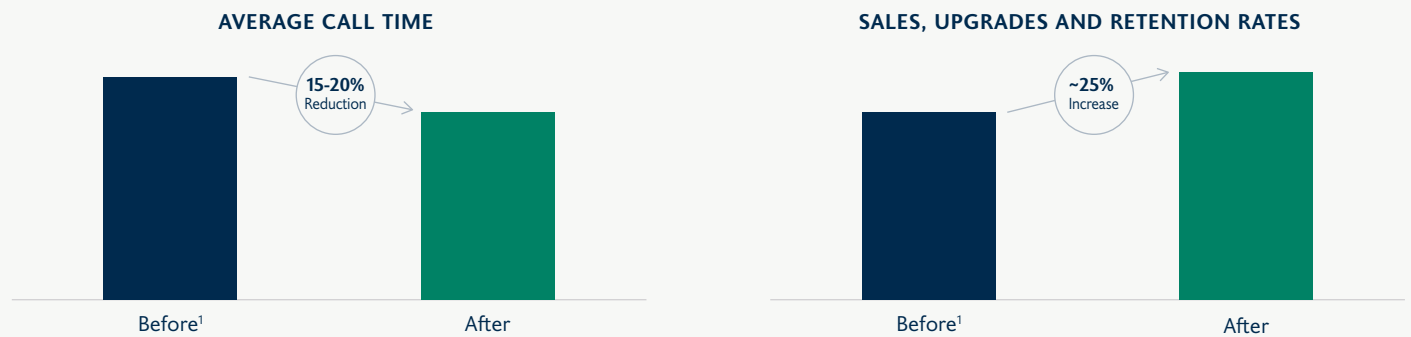
**1.5 Million**  
ANNUAL CALLS

PERCENTAGE OF CALLS AUTOMATED



The automation of calls has cut call times by 15-20% and increased customer satisfaction while the smarter use of human sales agents has increased sales, upgrades and customer retention rates by roughly 25% (Figure 2).

Figure 2: AI Has Shortened Call Times and Increased Sales



Source: Brookfield Infrastructure Partners, as of June 30, 2023.

<sup>1</sup> Based on the 5-year historical average prior to the implementation of AI.

### Using AI to Target Growth

We believe these businesses are poised for growth, as consumers are focusing on reducing their energy footprints. Making homes and businesses more energy efficient is a natural place to start, and Enercare and HomeServe have many of the elements to help consumers achieve these goals. As energy efficiency becomes more and more of a focus for consumers, we believe leveraging AI to expand our footprint has the potential to yield increasingly positive results.

Machine learning capabilities can also benefit the platform by suggesting cross-selling opportunities across Enercare and HomeServe. At Enercare, the company has a goal to double the number of products per customer. At HomeServe, the company wants to add an additional maintenance policy for every HomeServe customer (Figure 3).

As an owner-operator of infrastructure, Brookfield will continue to innovate with AI, seeking out new ways to use this technology to increase efficiency across our portfolio of assets while seeking to generate increased revenue and growing margins.

Figure 3: Using AI to Expand and Accelerate Growth



Source: Brookfield Infrastructure Partners, as of June 30, 2023.

## DISCLOSURES

**All investing involves risk. Infrastructure companies may be subject to a variety of factors that may adversely affect their business or operations, including high interest costs in connection with capital construction programs, high leverage, costs associated with environmental and other regulations, the effects of economic slowdown, surplus capacity, increased competition from other providers of services, uncertainties concerning the availability of fuel at reasonable prices, the effects of energy conservation policies and other factors. The value of an investment will fluctuate over time, and an investor may gain or lose money, or the entire investment. Past performance is no guarantee of future results.**

©2024 Brookfield Corporation; ©2024 Brookfield Asset Management Ltd.; ©2024 Oaktree Capital Management, L.P.; ©2024 Brookfield Oaktree Wealth Solutions LLC; and ©2024 Brookfield Public Securities Group LLC. Brookfield Oaktree Wealth Solutions LLC and Brookfield Public Securities Group LLC are indirect majority-owned subsidiaries of Brookfield Corporation.

The information contained herein is for educational and informational purposes only and is not intended as and may not be relied on in any manner as legal, tax or investment advice, a recommendation, or as an offer to sell, or a solicitation of an offer to buy any securities offered by Brookfield Corporation and its affiliates (together, "Brookfield").

Information and views are subject to change without notice. Some of the information provided herein has been prepared based on Brookfield's internal research, and certain information is based on various assumptions made by Brookfield, any of which may prove to be incorrect. Brookfield may not have verified (and disclaims any obligation to verify) the accuracy or completeness of any information included herein, including information that has been provided by third parties, and you cannot rely on Brookfield as having verified any of the information. The information provided herein reflects Brookfield's perspectives and/or beliefs as of the date of this commentary.


## FORWARD-LOOKING STATEMENTS

Information herein contains, includes or is based on forward-looking statements within the meaning of the federal securities laws, specifically Section 21E of the Securities Exchange Act of 1934, as amended, and Canadian securities laws. Forward-looking statements include all statements, other than statements of historical fact, that address future activities, events or developments, including, without limitation, business or investment strategy or measures to implement strategy, competitive strengths, goals, expansion and growth of our business, plans, prospects and references to our future success. You can identify these statements by the fact that they do not relate strictly to historical or current facts. Words such as "anticipate," "estimate," "expect," "project," "intend," "plan," "believe" and other similar words are intended to identify these forward-looking statements. Forward-looking statements can be affected by inaccurate assumptions or by known or unknown risks and uncertainties. Many such factors will be important in determining our actual future results or outcomes. Consequently, no forward-looking statement can be guaranteed. Our actual results or outcomes may vary materially. Given these uncertainties, you should not place undue reliance on these forward-looking statements.

## Contact Us

 [brookfieldoaktree.com](http://brookfieldoaktree.com)

 [info@brookfieldoaktree.com](mailto:info@brookfieldoaktree.com)

 +1 212-549-8380 or +1 855-777-8001