GETCHOICE!
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CEO **KIKI DIKMEN** ON THE FUTURE OF **UTILITY INTELLIGENCE**

Speaking to Energy Digital, **Kiki Dikmen** discusses GETCHOICE!'s business model and why an intelligent, coherent utility strategy is more important than ever

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Kiki Dikmen
CEO
GETCHOICE!

Few costs on a corporate balance sheet are as large, as scattered and as easily overlooked as utilities. For a business running hundreds or even thousands of sites, a single electricity bill is just one of countless invoices arriving in different formats from different suppliers every month.

Solving that fragmentation is what US-based GETCHOICE! has built its business around. The company describes itself as an enterprise utility intelligence provider, working across energy, water, waste, telecoms and other utility categories. Its platform brings procurement, invoice automation, payments, analytics and risk management together, giving large multi-site organisations one source of truth for their utility data.

Leading the business is CEO Kiki Dikmen. In this conversation with Energy Digital, Kiki reflects on how companies are changing their approach to utility spend, and how GETCHOICE! is helping them on that journey.

Q. COULD YOU TELL US ABOUT YOURSELF AND YOUR CAREER?

» I've spent much of my career at the intersection of energy, technology and enterprise operations. What has always interested me is how businesses make complex systems simpler, more transparent and more actionable.

At GETCHOICE!, my focus is on building the infrastructure enterprises need to better understand and manage one of their largest and most fragmented operating categories: utilities. Today, that means much more than helping companies process an electricity or natural gas bill. We work across energy, water, waste, telecoms and other utility categories, connecting procurement, invoice automation, payment, data, analytics and risk management into a more intelligent operating model.

My role as CEO is ultimately about looking ahead. Energy markets are becoming more volatile, utility data is becoming more valuable, renewables are changing the energy mix, and AI is creating both new demand and new capabilities. Our job is to help enterprises operate intelligently through all of that change.

KIKI DIKMEN

TITLE: **CEO**

COMPANY: **GETCHOICE!**

INDUSTRY: **UTILITIES**

LOCATION: **HOUSTON, TEXAS, US**

Kiki has been the CEO of GETCHOICE! since 2007 and is an expert in energy procurement, utility management and tech -forward business strategies.

Kiki Dikmen
CEO
GETCHOICE!

FIVE FORCES THAT ARE RESHAPING UTILITY SPEND

We see five structural forces changing the category.

1. The first is that utility spend has become financial risk. Volatility in electricity and natural gas markets, changing tariffs, infrastructure constraints and increasing demand can now materially affect budgets and margins.
2. Second, utilities are becoming the next major spend category to automate. Many enterprises still rely on highly manual invoice, payment and reconciliation processes that technology can improve dramatically.
3. Third, energy volatility is turning utility management into corporate infrastructure. This is no longer something that can sit in one department. Finance, procurement, facilities, sustainability and operations all need visibility.
4. Fourth, AI is creating both pressure and opportunity. AI and data centres are driving significant electricity demand, but AI can also improve forecasting, anomaly detection, invoice processing and decision making.
5. And fifth, utility data is becoming financial intelligence. Once that data is standardised and connected, it becomes useful far beyond paying bills.

Kiki Dikmen
CEO
GETCHOICE!

Q. HOW WOULD YOU DESCRIBE THE SERVICES THAT GETCHOICE! OFFERS CUSTOMERS?

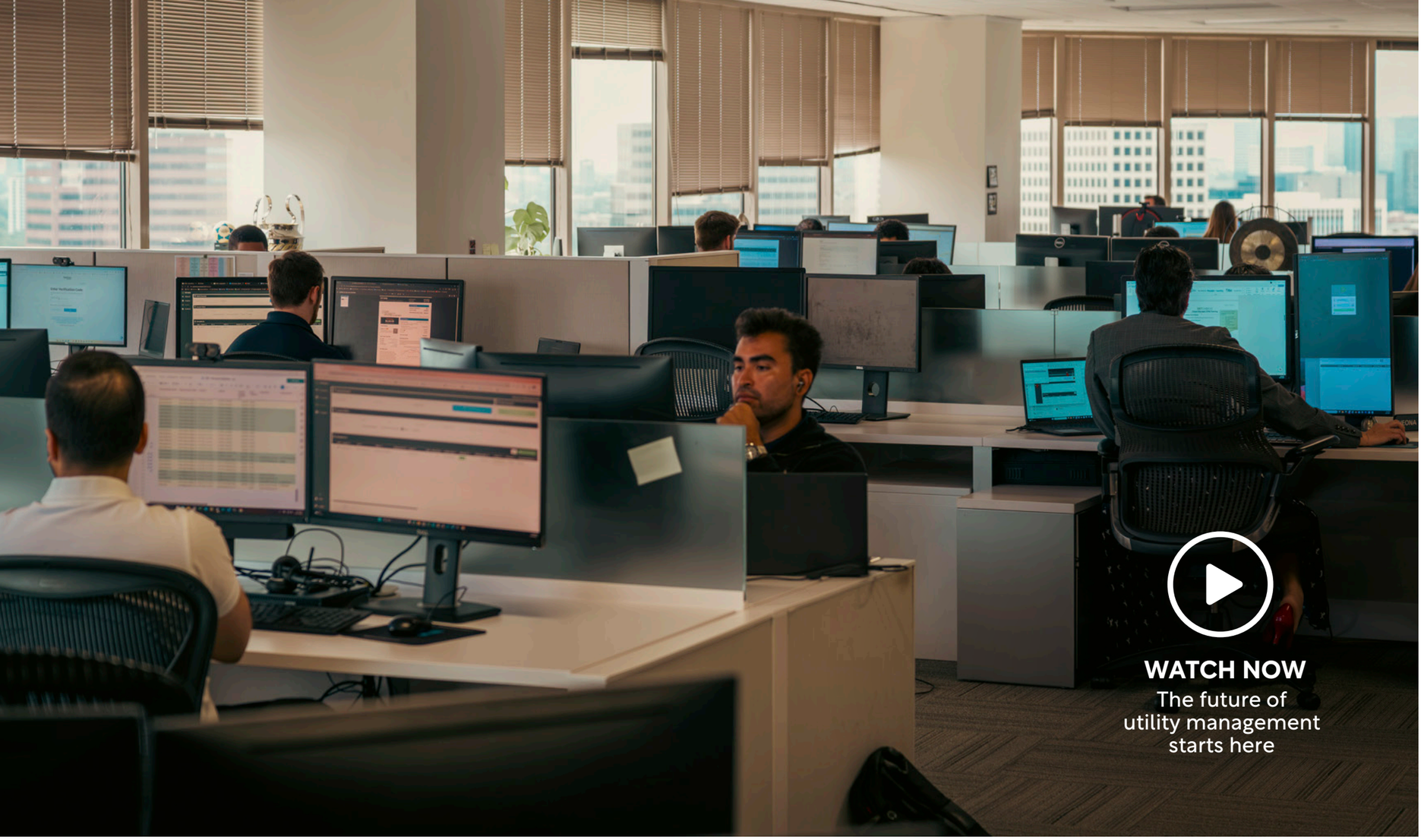
» GETCHOICE! provides an enterprise utility intelligence platform designed to help large, multi-site organisations manage the entire utility lifecycle more effectively. We centralise utility invoices and data, automate invoice processing and payment workflows, provide reporting and analytics, identify anomalies, support procurement and risk-management decisions, and give companies visibility across locations, suppliers and utility categories.

The important distinction is that we don't view utility management as a collection of disconnected tasks. Procurement, accounts payable, energy management, payments, sustainability reporting and financial forecasting all rely on the same underlying utility data.

Our goal is to create one source of truth for that information and then use automation, AI and analytics to reduce the amount of manual work between receiving a utility bill and making a better business decision. Ultimately, we help companies move from simply paying utilities to actively managing them.

"Ultimately, we help companies move from simply paying utilities to actively managing them"

Kiki Dikmen
CEO
GETCHOICE!



“Companies cannot eliminate energy volatility. But with better utility intelligence, they can understand it”

Kiki Dikmen
CEO
GETCHOICE!

Q. HOW DOES FINANCIAL RISK FACTOR INTO UTILITY SPEND NOWADAYS? HAS THIS CHANGED IN RECENT YEARS?

» Absolutely. Historically, many companies treated utilities primarily as an unavoidable cost of doing business. That mindset is changing.

Energy prices can move rapidly. Electricity demand is rising in certain markets. Grid constraints, extreme weather, geopolitical events, regulatory changes and the transition toward new generation sources can all affect what businesses ultimately pay.

For a large enterprise operating hundreds or thousands of locations, even relatively small changes in rates, usage or billing accuracy can translate into significant financial exposure. That is why we increasingly describe utility spend as a financial risk category, not simply an expense category.

The responsibility therefore expands beyond facilities or accounts payable. CFOs, treasury teams, procurement leaders and risk managers need greater visibility into consumption, pricing, contracts, payment obligations and future exposure. Companies cannot eliminate energy volatility. But with better utility intelligence, they can understand it earlier, plan for it more effectively and make better decisions around it.

Q. ENERGY INTELLIGENCE MEANS DIFFERENT THINGS TO DIFFERENT COMPANIES. HOW WOULD YOU DESCRIBE THE SECTOR AS IT STANDS TODAY?

» I think energy intelligence is evolving into something broader that we call enterprise utility intelligence. For many years, energy intelligence largely meant understanding consumption, market pricing or procurement. Those things remain critically important, but the enterprise need has expanded.

Businesses now want to connect energy procurement with invoices, payments, usage data, forecasting, sustainability, renewable energy strategies and financial reporting. That requires a much more integrated view.

The sector today is still fragmented. There are excellent companies specialising in procurement, payments, sustainability, energy analytics or invoice processing. But enterprises increasingly want those capabilities connected rather than operating independently. That is why I believe the next phase of the market will be defined less by individual features and more by the ability to turn fragmented utility information into continuous enterprise intelligence.

4m+

The number of invoices GETCHOICE! has processed

Q. WHAT DOES A COMPANY THAT MANAGES ITS UTILITIES WELL LOOK LIKE FROM THE OUTSIDE?

» The best-managed organisations have visibility, discipline and accountability. They know what they are spending, where they are spending it, what is driving changes and where risk exists across their portfolio. Their utility invoices do not disappear into disconnected accounts-payable workflows. Procurement understands contract exposure.

Finance can forecast more accurately; facilities teams can identify unusual consumption; treasury understands payment obligations; and sustainability teams have access to reliable energy and emissions data.

Most importantly, everyone is working from the same information. From the outside, that organisation may actually look quite simple. There are fewer manual processes, fewer surprises and fewer departments trying to reconcile different versions of the truth. That simplicity is difficult to achieve. It requires good data, automation, integration and clearly defined processes. The best utility-management systems ultimately make complexity less visible to the people running the business.

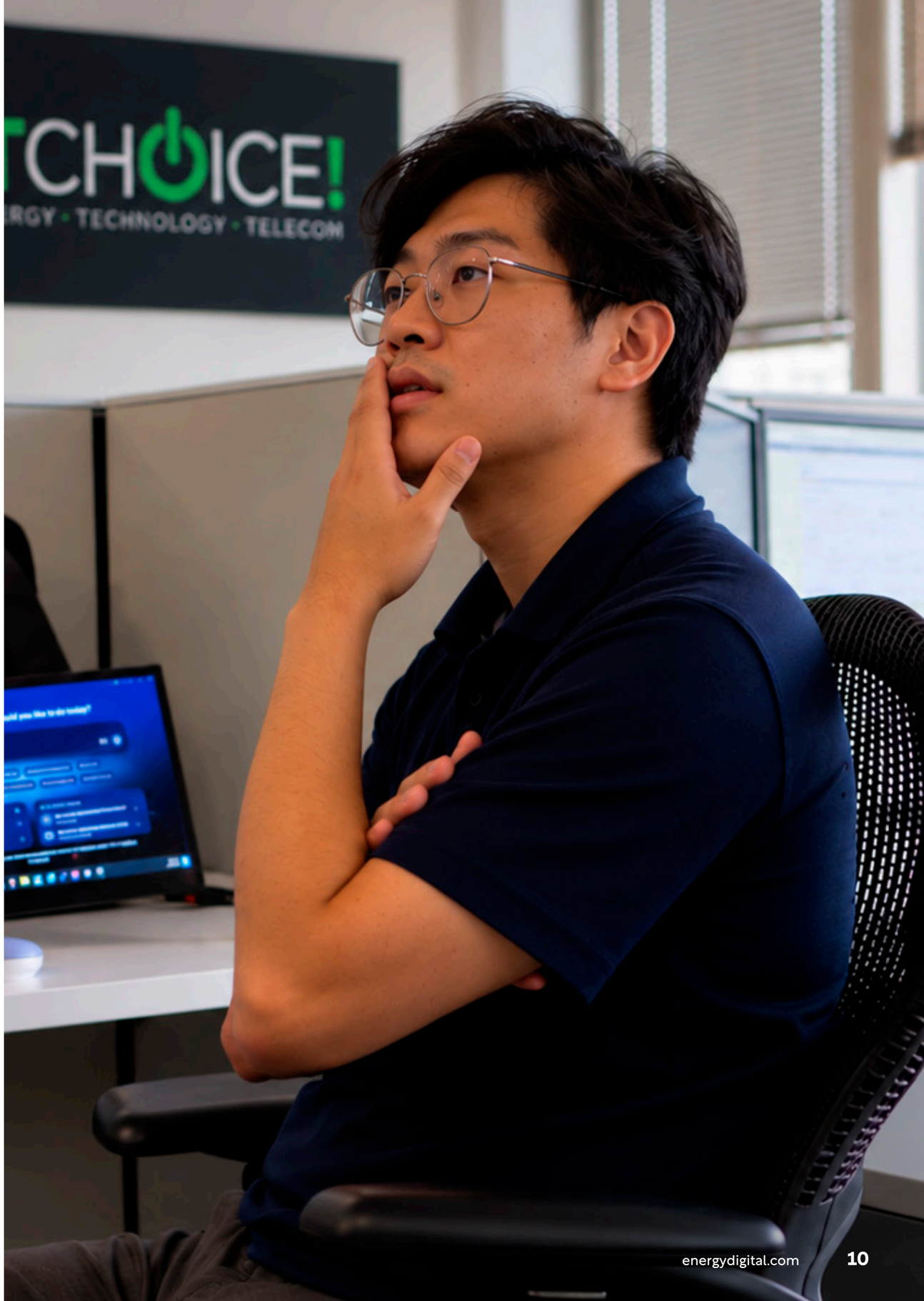
Q. CAN YOU EXPLAIN THE IMPORTANCE OF UTILITY DATA? FIRSTLY, WHAT IS IT? SECONDLY, HOW CAN COMPANIES HARNESS THEIR DATA TO MAKE BETTER DECISIONS?

» Utility data begins with the information generated around consumption, cost, invoices, tariffs, suppliers, accounts, contracts, payments and locations. An individual electricity bill may look transactional. But when you aggregate millions of those data points across an enterprise, they start telling you a much bigger story.

You can identify consumption patterns, compare facilities, detect billing anomalies, understand price exposure, track renewable-energy usage, benchmark performance and improve budgeting and forecasting.

The challenge is that utility data is notoriously fragmented. It can come from thousands of accounts, hundreds of utilities, different billing formats and multiple payment systems.

The first step is therefore creating clean, standardised and accessible data. Once you accomplish that, AI and analytics become significantly more powerful. Instead of asking simply, “What did we spend?”, companies can begin asking, “Why did it change, what happens next, and what should we do about it?” That is where data becomes intelligence.



Q. AI IS CHANGING THE WAY THE WORLD THINKS ABOUT ENERGY. IT CONSUMES HUGE AMOUNTS OF POWER, BUT DO YOU THINK AI CAN IMPROVE THE WAY WE MANAGE AND UNDERSTAND ENERGY?

» I think AI represents one of the most interesting paradoxes in energy today. On one side, AI infrastructure and data centers are contributing to significant increases in electricity demand. That creates new challenges around generation, grid capacity, transmission, reliability and renewable-energy development. But AI can also become an important part of the solution.

There are enormous amounts of energy and utility data that humans simply cannot analyse efficiently at enterprise scale. AI can identify anomalies, recognise consumption patterns, automate invoice processing, improve forecasting and surface risks much faster than traditional manual processes. At GETCHOICE!, we think about AI very practically. The question is not how many AI features we can add. The question is: what work should the customer no longer have to do?

The greatest value of AI will come when it reduces the distance between a problem being detected and a decision being made.

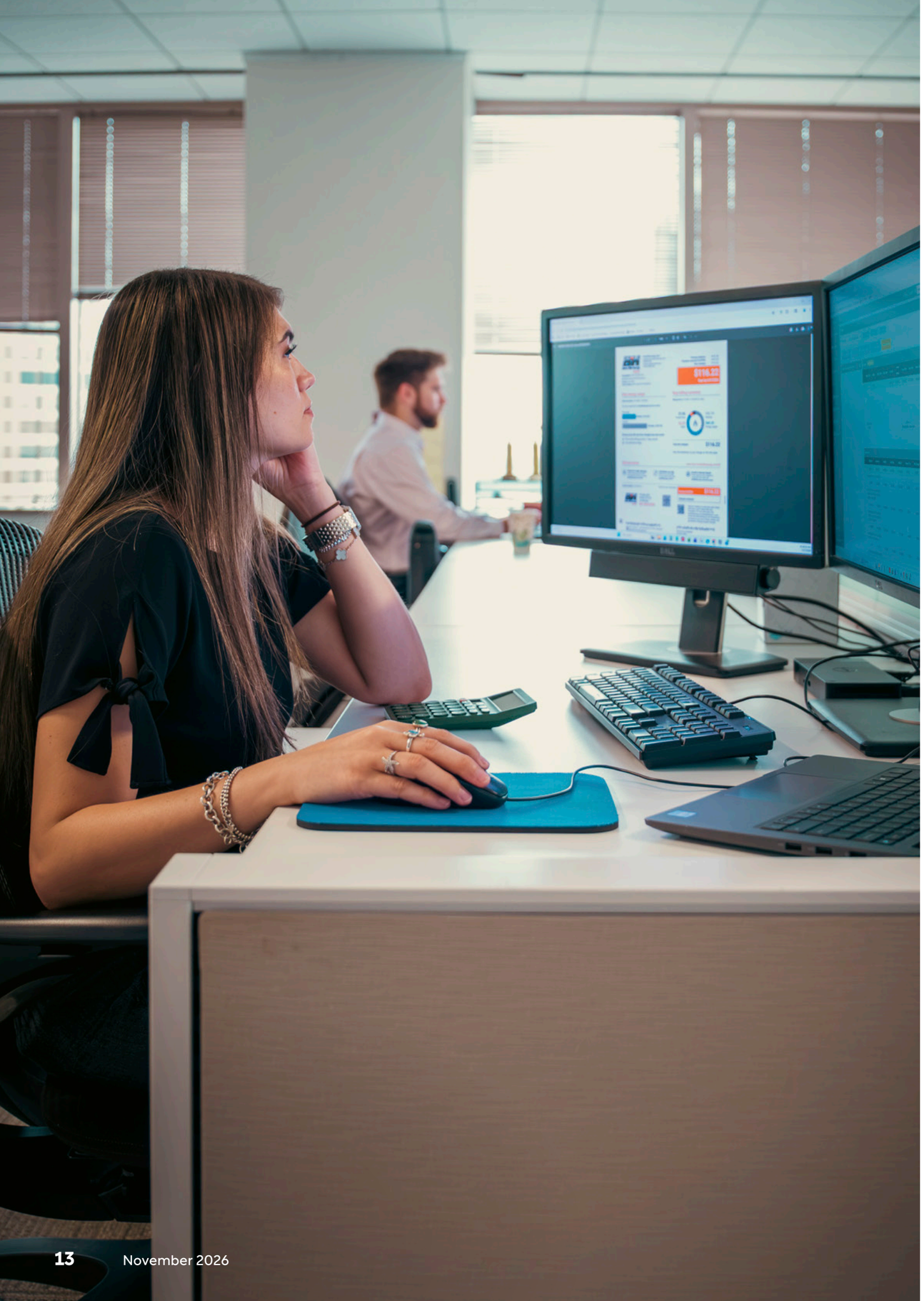
Q. GETCHOICE'S RECENT WHITEPAPER HIGHLIGHTS HOW THE MARKET IS CONSOLIDATING AROUND 'CONNECTED CAPABILITIES'. CAN YOU EXPLAIN THAT TERM AND TALK THROUGH SOME OF THE EXAMPLES?

» Connected capabilities means bringing together functions that historically operated independently. Utility procurement may sit with one provider. Invoice processing with another. Payments somewhere else. Energy analytics, sustainability reporting and risk management may each exist in different systems. But all of those activities depend on many of the same underlying data points.

We are therefore seeing the market move toward platforms that connect data ingestion, automation, financial workflows, payments, procurement, analytics and ongoing optimisation.

US$17bn+

The amount of utility spend GETCHOICE! has processed



Recent M&A activity across the sector supports that thesis. Transactions such as Arcadia's acquisition of ENGIE Impact are important not simply because companies are getting larger, but because capabilities are being brought together. That is the more meaningful market signal.

The competitive advantage increasingly comes from connecting the workflow end to end. The companies that can combine utility data, energy expertise, financial processes and intelligent automation will be better positioned to serve increasingly complex enterprise customers.

Q. ARE YOU OPTIMISTIC ABOUT THE FUTURE OF THE ENERGY TRANSITION? IN YOUR EYES, WILL UTILITY INTELLIGENCE PLAY AN IMPORTANT ROLE IN THE SECTOR GOING FORWARD?

» I am optimistic, but I also think the energy transition will be more complicated than many people originally expected. We are simultaneously asking the energy system to become cleaner, more resilient and more flexible while also supporting increasing electricity demand from data centers, AI, electrification and broader economic growth. Renewables will continue to play an increasingly important role, but so will grid infrastructure, natural gas, storage, transmission and a much more sophisticated approach to managing demand. That makes intelligence critical. You cannot manage a more complex energy system with less information. For enterprises, utility intelligence will become the connective layer between consumption, procurement, cost, risk, sustainability and financial planning. I believe that is ultimately where this sector is heading. Utilities will no longer be viewed simply as bills that arrive every month. They will be managed as dynamic portfolios of energy, financial risk and data. And the organisations that understand that transition early will have a meaningful advantage.

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