

Iberdrola integrates artificial intelligence and human talent in more than 450 projects to drive electrification

- *The company has been applying the technological foundations of artificial intelligence for more than 20 years, has pioneered the certification of its AI management system under the ISO/IEC 42001 standard and promotes responsible, people-centred adoption.*
 - *The Group has strengthened training for all its professionals so they can harness the full potential of these tools.*
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Iberdrola has integrated artificial intelligence and human talent into more than 450 projects supporting its day-to-day operations, from customer service to the management of energy infrastructure. These initiatives provide advanced analytical and automation capabilities, enabling its professionals to make better use of their experience, judgement and specialist knowledge to streamline processes, improve efficiency and enhance service quality.

Artificial intelligence is transforming the way companies operate, make decisions and create value. This evolution is particularly relevant in addressing the challenges associated with the electrification of the economy and the management of increasingly complex infrastructure.

In this context, and continuing the pioneering spirit that led it 25 years ago to spearhead investment in renewables, smart grids and storage, Iberdrola is leading the way in the adoption of artificial intelligence across the electricity sector. As part of its journey to become the AI Utility of the Future, the company has made artificial intelligence a strategic capability to improve the operation of its businesses, strengthen the resilience of its infrastructure, foster talent and new ways of working, and provide a better service to customers and society.

More than 20 years applying the technological foundations of artificial intelligence

Iberdrola's commitment to artificial intelligence dates back more than two decades. The company has continuously evolved in its use of data and artificial intelligence, from the first data analytics tools through predictive models, machine learning and non-generative artificial intelligence to the current adoption of generative AI. This gradual development has enabled the company to apply these technologies in areas such as network management, renewable energy, asset maintenance and customer service.

Thanks to this digital transformation, Iberdrola has improved the quality of electricity supply, accelerated service restoration following incidents and optimised network management over the years. In addition, the millions of smart meters installed by the company enable it to offer increasingly advanced services to its customers.

Artificial intelligence is also transforming key processes across different geographical areas and

businesses within the Group. At a global level, the company is driving the transformation of its Procurement process through automation and generative AI to streamline decision-making and accelerate the implementation of its investment plans.

In Spain, the GregorIA project improves the management of customer complaints by reducing response times and enhancing service quality. In the US, the First Time Right initiative helps field teams increase first-time resolution rates, while in Brazil, the Vegetation Management solution strengthens the safety and resilience of electricity networks.

In addition, initiatives are being implemented within the UK Retail business and Corporate Systems through advanced solutions based on generative AI and artificial intelligence agents.

AI-enhanced talent and new capabilities

For Iberdrola, the true value of artificial intelligence lies in its ability to strengthen the work of its teams and enable professionals to focus on higher value-added activities that require experience, judgement and specialist knowledge.

With this objective, the company has strengthened its training programmes so that all its professionals can harness the potential of these tools in a safe, effective and responsible way. Employees have access to learning pathways tailored to different profiles and levels of knowledge, as well as masterclasses, specialist workshops, hackathons and communities for sharing experiences that help disseminate best practice and identify new opportunities for improvement.

Leadership in trustworthy artificial intelligence

Trust is one of the key differentiators of Iberdrola's artificial intelligence strategy. The company has developed a governance model that integrates risk management, human oversight, transparency and regulatory compliance throughout the entire lifecycle of AI systems.

This approach enabled GregorIA to become the first certified use case within Iberdrola's responsible artificial intelligence framework and contributed to the company obtaining certification of its artificial intelligence management system in 2026 in accordance with the international ISO/IEC 42001 standard. This achievement consolidates its position as one of the pioneering utilities in the application of governance models for trustworthy, secure and responsible artificial intelligence.

About Iberdrola

With a capitalisation of more than 140,000 million euros, Iberdrola is the largest electricity company in Europe and one of the two largest in the world. The Group serves more than 100 million people worldwide and has a workforce of 45,400 employees and assets of €161 billion. In 2025, Iberdrola recorded a record net profit of €6,285 million. The company provides nearly €10.4 billion in tax contributions in the countries in which it operates and supports more than 500,000 jobs across the supply chain, thanks to €13.2 billion in purchases from tens of thousands of suppliers.

Since 2001, Iberdrola has invested more than 175,000 million euros in electricity grids, renewable energies and energy storage to contribute to the creation of an energy model based on electrification. The company has nearly 1.4 million km of electricity grids in the United States (New York states, New York states, New York Connecticut, Maine and Massachusetts), the United Kingdom (Scotland, England and Wales), Brazil (states of Bahia, Rio Grande do Norte, Pernambuco, São Paulo and Mato Grosso do Sul, as well as Brasília) and Spain, as well as with almost 57,000 MW of capacity worldwide, of which more than 46,000 MW are renewable.

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