

Case Study *Engagement*



"This is a platform we can use to broaden our conversations with customers, offer new features and achieve our energy efficiency goals."

Mark Fernandes, Chief Information and Technology Officer, Hydro Ottawa

About Hydro Ottawa

Hydro Ottawa is a regulated electricity distribution company operating in the City of Ottawa. It is the the largest local distribution company in eastern Ontario with 324,000 total customers.

Challenge | Hydro Ottawa's surveys showed that many of their customers want tools to help them conserve electricity. The utility needed a single platform that could provide a variety of value-added features for their customers, while also helping Hydro Ottawa achieve its 2016-2020 Conservation and Demand Management ("CDM") residential savings target.

Solution | Bidgely worked with Hydro Ottawa to integrate its disaggregation platform into Hydro Ottawa's existing infrastructure. The platform provides a variety of features to help Ontarians save energy, including itemized energy usage information, high usage alerts, dynamic insights into home electricity usage, and personalized electricity saving tips. For a seamless user experience, the app also provides access to Hydro Ottawa's power outage map.



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