

Case Study *Engagement*



"This is the platform that we can use to revolutionize the relationship that we have with our customers."

Bryce Conrad, Chief Executive Officer,
Hydro Ottawa

About Hydro Ottawa

Hydro Ottawa is a regulated electricity distribution company operating in the City of Ottawa. It is 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, across both a white-labeled mobile app and a web dashboard. For a seamless user experience, the mobile app also provides consumers with access to Hydro Ottawa's power outage map.

Results | Project launched in June 2017; please visit the LinkedIn profile of the Hydro Ottawa CEO for his comments on the solution:

<https://www.linkedin.com/feed/update/urn:li:activity:6271398872925376513/>



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