

EnerNOC

Digital transformation & energy intelligence



EnerNOC is a team of mission-driven people who recognize that using a 20th century construct for managing energy doesn't fit today's global imperative to use energy better. We believe that energy intelligence software (EIS) will fundamentally change the way the world uses energy, giving our business customers more control over energy costs and the utilities that serve them the ability to forge deeper customer relationships.

About this implementation

EnerNOC has tested about 1,000 simultaneous workflows where each one is an individually created workflow instance - and they have some very significant performance needs for each step - and it's done very well.

“ There's a lot of money riding on this, and Bonita is helping to keep everything in synch. ”

Per Gyllstrom

EnerNOC Chief Architect

- EnerNOC needed an automated system to help make the notifications and curtailment process run smoothly and efficiently during demand response dispatches
- In order to make the curtailment process successful, EnerNOC needs to manage the state of thousands of touchpoints throughout the entire process.
- The company had a fairly manual process in place – relying on human personnel to remember what times to do certain things.
- Finding a scalable solution to automating its demand response dispatch process was essential to ensuring smooth growth

Objectives

Challenges

With the old human-intensive operation errors were creeping in because people were relying on private timers, clicking on the wrong button, dispatching the wrong company, etc. In a worst case, say there wasn't an actual dispatch and 800 providers were accidentally dispatched for two hours – the company could be out millions of dollars.

Outcomes

In the nonretail space, peak usage in a month is a multiplier for your monthly bill, so if you hit a new peak your whole monthly bill just went up by quite a bit. EnerNOC is now able to predict and tell you in dollars what you could avoid if you don't go over peak. The focus is on how much you're spending instead of how much energy you're using.

Benefits

- Bonita provides an automated process with manual overrides if needed. This changes the human involvement from actively executing the process to monitoring and addressing occasional exceptions through manual overrides.
- This has eliminated the need for employees to set self-reminders and has reduced the human error element from the curtailment process and improved productivity
- It has also increased the scalability of EnerNOC's demand response infrastructure
- Smooth and correctly implemented curtailment has helped to ensure strong customer relationships
- EnerNOC is the world's largest provider of demand response. This project has allowed the company to scale better, and that helps keep it at the top of the demand response market
- With the help of Bonita and other technologies, EnerNOC has delivered more than \$1 billion in customer savings to date.