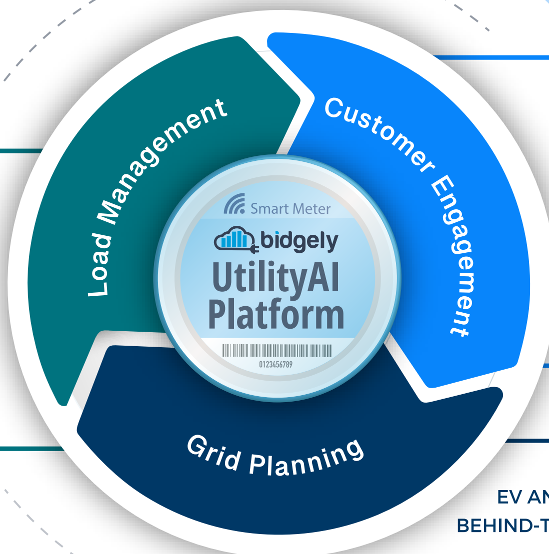
The Edison Foundation
INSTITUTE for ELECTRIC INNOVATION

IEI Technology Partner Snapshot

Bidgely is an energy intelligence company accelerating the clean energy transition by enabling utilities and consumers to make data-driven energy decisions that drive value on both sides of the meter.

Our patented AI data science platform gives utilities appliance-level, behind-the-meter insights into household energy use and its impact on the grid across time—no customer inputs or hardware required. Those insights then power a suite of customer engagement, grid planning and load-shifting solutions to directly connect customer energy choices to grid outcomes.

bidgely



with GenAI

WHOLE HOME TOU
EV TOU
EV MANAGED CHARGING

Achieve consistently high customer participation by using big data insights to design incentives for enrollment and coaching

with GenAI

PROGRAM PARTICIPATION
ENERGY EFFICIENCY
CALL CENTER EXCELLENCE

Deliver hyper-personalized energy experiences that boost CSAT scores and program enrollment while reducing AHT and truck rolls

with GenAI

EV ANALYTICS & DETECTION
BEHIND-THE-METER TARGETING
DER GRID PLANNING

Understand where, when and how to manage grid constraints at the transformer, feeder and substation level

CUSTOMER ENGAGEMENT

TEP

Tucson Electric Power is driving engagement with personalization. Leveraging Bidgely's energy intelligence, TEP provides its customers with disaggregated insights about their energy use to inform their choices. CSRs have visibility into the same customer insights to provide personalized advisory support.

- Greater CSAT with 86% positive ratings for Bidgely-informed touchpoints
- 2X average email open/click rates
- ~7.7 GWh energy savings in first 18 mo.

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LOAD SHIFTING

NVEnergy

Bidgely helped NV Energy identify EV drivers in a specific region using behind-the-meter intelligence about their EV charging behaviors and then target and engage those customers with high peak-time charging to maximize load shift.

- Identified 25% of customers who were contributing 63% of demand
- 3X reduction in kW/car over average through managed charging
- Average 1kW/car load shift per event

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GRID PLANNING

hydro one

Hydro One grid planners wanted to understand how many EVs were charging on their grid and the demand impact. Leveraging Bidgely's energy analytics, the utility:

- Identified 10,000+ EVs on their grid — far beyond previous estimates
- Saw first-ever EV load curve across all 8760 hours of the year (2022)
- Revealed highest annual peak hour and the EV charging contribution
- Planned for EV impacts at all levels: transmission, distribution and system

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