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| **Name of project** |
| InovGrid |
| **Location** |
| Portugal, Évora, and also mini trials in Lisbon and several other locations. |
| **Time frame** |
| Jan/2009 – Jun/2011 |
| **Lead organisation** |
| EDP Distribuição |
| **Sponsor/source of funding** |
| QREN |
| **Distribution, retail or both** |
| Distribution |
| **Mandatory or opt-in** |
| Opt-in.  The European Union 20/20/20 targets and the change of paradigm from a centralized production to a distributed one have been identified as the majors driving forces behind the efforts towards SmartGrids deployment.  These have been the main criteria when identifying and designing the SmartGrids deployment priorities and it has been also the major criteria to EDP decide to realize this initiative. |
| **Trial or roll-out** |
| Trial |
| **Brief overview of project** |
| EDP saw the need to increase intelligence, supervision and control of the network, obtain greater efficiency and quality of supply, and allow for distributed generation and electrical vehicles. They branded this effort InovGrid and sought to introduce AMI improvements to their energy management capability.  EDP strongly believes that InovGrid will bring significant benefits for customers, with increased control over energy consumed, lower costs, increased flexibility of tariffs and value added services.  EDP InovGrid project will respond to the rising challenges and opportunities, bringing benefits to all users and stakeholders to perform efficiently and effectively bringing them to a new stage on an Active Network Management direction.  In consortium with two other Portuguese technology providers, we are supporting a three level infrastructure for EDP Distribution:   * supervision of Energy Boxes (metering devices) installed on Costumer’s premises * supervision of the Distribution Transformer Controller at the medium voltage to low voltage distribution transformer level * implementation of the new AMI platform with Supervision/Control Room component both based on CGI’s Sm@rtering solution.   CGI was responsible for:   * working together with EDP to define new ’end-to-end’ business processes empowered by new functionalities provided by AMI implemented on distribution network * adapting the existing corporate systems (GIS, Outage Management, Asset Management, Work Force Management, Billing System, Customer Information and others) to the new processes integrated with Sm@rtering, supported by service oriented architecture.   InovGrid has been selected by the Joint Research Centre of the European Commission and by Eurelectric, from more than 260 competing programs, as the leading smart grids reference project in Europe.  In January 2012 EDP and the InovGrid project was awarded with the “Utility of the Year Award 2012” by the European Smart Metering Awards 2012, in UK. EDP awarded this since EDP “*was actively looking to develop itself, by trailing at every level to ensure that the customers will be satisfied with the change towards the smart vision*”. |
| **Customer type** |
| EDP Distribuição is the DSO (Distribution System Operator) for Portugal.  EDP Distribuição belongs to Energias de Portugal (EDP), a holding company for utilities that generate, transmit, and distribute electricity. It ranks among Europe's major electricity that serves 6 million customers in Portugal and nearly 6 millions in Spain and Brazil. |
| **Technology used (high-level functionality)** |
| Sm@rtering is based on Java, weblogic, flex and a SOA platform (Oracle SOA Suite).  Sm@rtering Supervision module uses third party technologies like BMC Impact Manager and BMC Incident Manager. |
| **Means of interaction with customer** |
| There is a web portal where the customer can consult their consumption profile and load curves. Based on that information they are able to decide how to change his behaviour in order to reduce his energy costs.  Through the same portal the customer can request changes to their contracts (ex.: tariff, contracted power, …) and the system will change the meter configuration according to the requests without human intervention avoiding the need of the costumer to be at home to receive the field team. |
| **Appliances targeted** |
| TBC |
| **Period and duration of interruptions (for direct load control)** |
| TBC |
| **Level of load reduction (overall and peak)** |
| TBC |
| **Consumer Experience** |
| Based on the information make available to the consumers regarding their behavior the average energy consumption has been reduced around 3,8% in Évora.  In some cases, consumers have been able to reduce its energy consumption around 15%. |