Demand Response Services
Balancing Energy Supply and Demand
What is Demand Response?

Demand response (DR) is defined as a measurable change in energy demand by customers in response to a curtailment notice.

Demand response assists utilities with balancing energy supply and demand. A demand response programme can quickly remove load off the electricity network during peak demand or emergency periods, when it is needed most.

Typical demand response load reduction activities include:

▲ Shutting off production equipment.
▲ Turning down air conditioners.
▲ Shutting off heating equipment, etc.

There are many advantages of implementing a demand response programme over supply-side based options, such as building new power stations, to balance supply and demand.

Demand response offers utilities an immediate alternative to load shedding when there is a capacity shortfall. Demand response is therefore fast becoming the ‘killer-app’ in the utility’s smart grid arsenal, helping them manage short term and variable capacity constraints. Enormous growth in this area is predicted internationally as the balancing of demand and supply becomes increasingly challenging. *Pike Research 2011
Once your demand response solution is up and running, we can assist you to measure, report and optimise the solution to achieve the best results and ensure a win-win solution. Utilities all have unique requirements and the solution needs to be tailored to meet these needs.

2 Turn-Key Out-Sourced Demand Response

Our Demand Response Operations Desk provides a turn-key out-sourced 24/7/365 demand response service, for customers who prefer to have the benefits of a demand response programme, but without needing to invest in software or staff. Our experienced team will ensure that your demand response programme is executed in the most appropriate fashion for your utility and customers.

3 DRPro Demand Response Platform

DRPro is our market leading Microsoft® technology based demand response platform. It consists of a number of software modules, seamlessly integrating with one another to deliver a complete demand response solution.

All software modules are flexible and can be configured to meet specific requirements. DRPro is scalable and allows for automation of demand response processes and has a user portal that is easily accessible over the internet, via a laptop, tablet or smart phone.

4 Automated Demand Response

In instances where virtually instantaneous customer load reduction is required, e.g. in response to system frequency drop, we install specialised control and measurement equipment at the customer’s premises.

This enables a totally hands-off response once the customer has agreed to the ‘trigger point’. The customer then agrees to make sections of plant available for instantaneous shut down, typically for periods less than 10 minutes. Our on-site equipment integrates with the DRPro platform to ensure end-to-end integration and quick presentation of the results.

Our People

Our team consists of specialists who are passionate about demand response, customer service and service delivery. We subscribe to the EOH philosophy of ‘right first time’. We will ensure that your demand response requirements are understood and delivered, allowing you to meet your demand response objectives with a ‘fit for purpose’ solution.

Over 1 500 MW of dispatchable demand response load is currently managed using our DRPro demand response platform.
Our Experience

A major contributing factor to the South African Electricity System Operator not having to resort to major load shedding over the past few years, has been the deployment of Enerweb’s demand response solutions. Demand response is growing significantly and since January 2010, over 450,000 MWh’s of demand response load have been supplied to the System Operator in Johannesburg, assisting with balancing supply and demand.

Our demand response solutions have proven to be a reliable alternative to the provision of generation reserves since 2007, with the full potential of demand response in general still to be realised. Substantial growth in the number of demand response MW’s required to assist with balancing the electricity network is thus anticipated over the next few years as Southern Africa is supply constrained.

You will through Enerweb gain a proven demand response solution that provides reserves to support the electricity grid over periods of high demand. We have over nine years’ experience in developing and implementing demand response solutions in Southern Africa.

A Strategic Partner

Over the years, we have led the region in this field, with our demand response services, solutions and DRPro platform constantly being developed and enhanced over time.

Get in touch

Please contact us for any further information.

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To ensure our customers’ needs are met, our Demand Response Operations Desk is available 24x7x365.

083 VPS HELP
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We are committed to providing cost-effective, high quality, ‘fit for purpose’ demand response solutions to meet your needs.

EOH is the largest knowledge services provider in Africa and follows the Consulting, Technology and Outsourcing model to provide high value, end-to-end solutions to its clients in all industry verticals.

At a glance:

- Listed on the JSE since 1998
- Over 6,000 staff
- Over 1,500 clients
- Ranked 2nd in the Financial Mail’s Top 100 Companies 2013
- Large Enterprise Level 2 BBBEE Status
- Largest implementer of enterprise solutions
- End-to-end offerings
- Operates in South Africa, Africa and UK, with a physical presence in over 120 locations
- 45.2% annual compound growth
- R5 billion market capitalisation

www.eoh.co.za