

# CASE STUDY

## Improving Scheduling Efficiency



### CHALLENGE

Our client's natural gas schedulers were spending excessive time maintaining schedules in multiple ways (ETRM System, Scheduling Spreadsheets and EBBs). The team was maintaining both their scheduling spreadsheets and their ETRM system and manually entering schedules into EBBs. Extraneous effort was spent triple entering gas schedules, and reconciliation was constantly required to keep the ETRM system in-sync with the scheduling spreadsheets and the EBBs. Schedulers also complained about the cumbersome ergonomics of the ETRM system and slow processing time of the ETRM system.

### SOLUTION

Over a four-week period, our team interviewed members of the natural gas scheduling team. The client's natural gas scheduling team consisted of four team members who operated on approximately 40 different pipes located in all regions of North America. MRE observed the team's current processes and procedures and also worked directly with the ETRM Software Vendor to ensure a detailed understanding of the system and its issues.

Our team captured 26 Pain Points and made 30 Recommendations regarding the existing solution. Four of the Pain Points were identified as Critical impact and eight were identified as High impact due to the significant business inefficiency and/or operational risk associated with them.

Together with the client, MRE designed the Natural Gas Scheduling Automation Solution (NatSAS) to address the Critical and High impact Pain Points. NatSAS consists of a set of four customizations to the ETRM system and changes to the scheduling processes. The customizations automated the actualization process, generated suggested pathing solutions, automated the creation of scheduling spreadsheets each month, and speed up the response time of the system.

MRE implemented NatSAS in approximately 200 – 250 works days over a 5-month period at a cost of approximately \$400,000.

### BENEFITS:

- During a typical 10 – 12 hour day, each Scheduler spends approximately 2 – 3 hrs. per day maintaining data in the scheduling applications. This was reduced by more than 50%.
- Reduced PnL risk resulting from system miscalculations.
- Increased the percentage of a scheduler's time available to spend on commercial activities.
- Improved the team's morale and satisfaction with their roles.
- Based on the time savings alone NatSAS had a two-year IRR exceeding 15%



#### FOR MORE INFORMATION:

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