

CASE STUDY

Renewables Pioneer Clean Energy Partners with Metanoia to Simplify On-The- Ground Operations across 400+ fueling stations

Clean Energy, the leading provider of renewable natural gas (RNG) in the US, partnered with Metanoia to improve asset management, streamline processes, and enhance efficiencies for their maintenance teams.

Simplifying Operations across 400+ Stations

Clean Energy has been in the RNG industry for over 20 years, offering a unique combination of products, services, and expertise that has propelled the industry forward. Not only do they refine and sell natural gas products to third party stations, they also build and operate their own fueling stations. So when it came to managing operations at their 400+ owned stations, along with supporting other stations that carry their products, they were feeling the pain of operational complexities. No one felt it more than their maintenance teams responsible for servicing equipment at owned stations and providing parts to externally owned stations.


Amongst the core challenges facing maintenance workers were the inability to find accurate and timely information on parts in need of repair, a lack of visibility into existing inventory, and cumbersome change management initiatives. In 2021, Clean Energy began partnering with Metanoia to help make on-the-ground operations more streamlined.

They worked closely to first build their first-ever Interactive Bill of Materials (IBOMS) for one of their core assets, gas compressors. IBOMS are a fusion of OEM, Repair, and Preventative Maintenance BOMs all-in-one. These IBOMs are then connected to Metanoia's Asset Information Center (AIC) which integrates with CMMS systems to help technicians easily find parts they have in-house, or if necessary, order replacement parts from approved vendors.

A Single Source of Truth For Identifying and Sourcing Parts

An added layer of complexity Clean Energy dealt with is even amongst their owned and operated stations, every station's asset makeup was a little different. With the lack of a one-size-fits all scenario, and a high volume of stations that needed servicing at any given time, technicians spent a lot of time, in partnership with their supply chain and warehouse management teams, trying to figure out exactly

what part was needed for repairs. On top of this, different teams were looking at different versions of the information. Trying to troubleshoot was like trying to have a conversation in two different languages. Bringing in Metanoia to build interactive BOMS enabled everyone to have the same view of information- making for a highly collaborative environment and a streamlined experience across the entire parts management process. And Metanoia's AIC software made it simple for technicians to see the correlation



20K
Interactive
Bill of Materials
Built to Date

between the parts in their CMMS and parts catalog. The time spent finding and selecting a part and adding it to a work order went from unpredictable to lightning fast, every time.

Squeaky Clean Data Leads to Better Change Management

In Clean Energy's industry, it's commonplace for parts to be updated by manufacturers or for there to be engineering changes to assets. When this happens, the original parts and corresponding asset information becomes obsolete. Over time, this created a lot of clutter- both physically and digitally- for Clean Energy. In this scenario, a technician could be looking at four or five almost identical parts to choose from that existed in Clean Energy's system, but only one would actually be useful. Partnering with Metanoia was the catalyst for kickstarting a refresh of their Material Master and a removal of all obsolete parts from within their system and warehouses. On an ongoing basis, AIC syncs with their CMMS to ensure that Clean Energy's asset integrity remains pristine, bringing renewed confidence that when changes are made to equipment, the latest and greatest information and parts are the only ones available to technicians.

“The ability to collaborate and see things in real-time has been a huge savings in terms of diagnostics.”

- Stephen Emery, Clean Energy

Achieving Inventory Mastery

“Mean Time To Repair” (MTTR) is a core KPI for Clean Energy technicians. Reducing the MTTR on a core asset like

a gas compressor means less downtime, and directly influences the health of their business at a station. In the past, Clean Energy would experience increases in MTTR when MROs were out of stock, and there was no way for a technician to know if a part was available at another station. With AIC, technicians are not only able to see if they have the right MRO on-site, they can see in real-time what is available at other locations. In addition, AIC will make recommendations for “interchangeable parts” -ones that aren't an exact match from the original search,

“Metanoia has helped us clean up our material master, which will save us a lot in terms of reducing errors and search time.”

but will still get the job done. Leveraging AIC for smarter inventory management means Clean Energy technicians are spending less time waiting for a new part to come in, and are more efficiently using the inventory they have across their location footprint, lowering their overall cost of production.

A Dynamic Workforce, Consistent Results

It's not uncommon for Clean Energy to experience turnover in their on-the-ground workforce. In the past, this has meant that a lot of intel was lost when experienced employees left the organization. This loss of knowledge transfer led to long ramp up times, and ultimately a loss in productivity. Implementing Metanoia's solutions



resulted in a robust standardization of processes and procedures. With a new single way of doing things, the time for new employees to get up to speed reduced dramatically. And for existing employees, a single 1-2 hour training was all that was needed to be able to master Metanoia's offerings and immediately see the benefits. What struck me as unusual and really positive is how intuitive the software is. We have one one hour training that has been easily rolled out to eight different regions”

Moving Forward

Clean Energy plans to continue building out their partnership with Metanoia to embed their solutions in more parts of their business and add additional functionality, like automation and reliability insights to their existing scope. One of the projects the team is most excited about is working hand in hand to help build out 25 net new stations. “The Metanoia team is a refreshing change from other vendors. They are always available and always in the spirit of trying to get things done. We look forward to continuing our relationship far into the future” - Stephen Emery, Clean Energy