

Strategic Plan: Business Process Improvement



August 4, 2010

Energy, Technology and
Civil Rights Committee

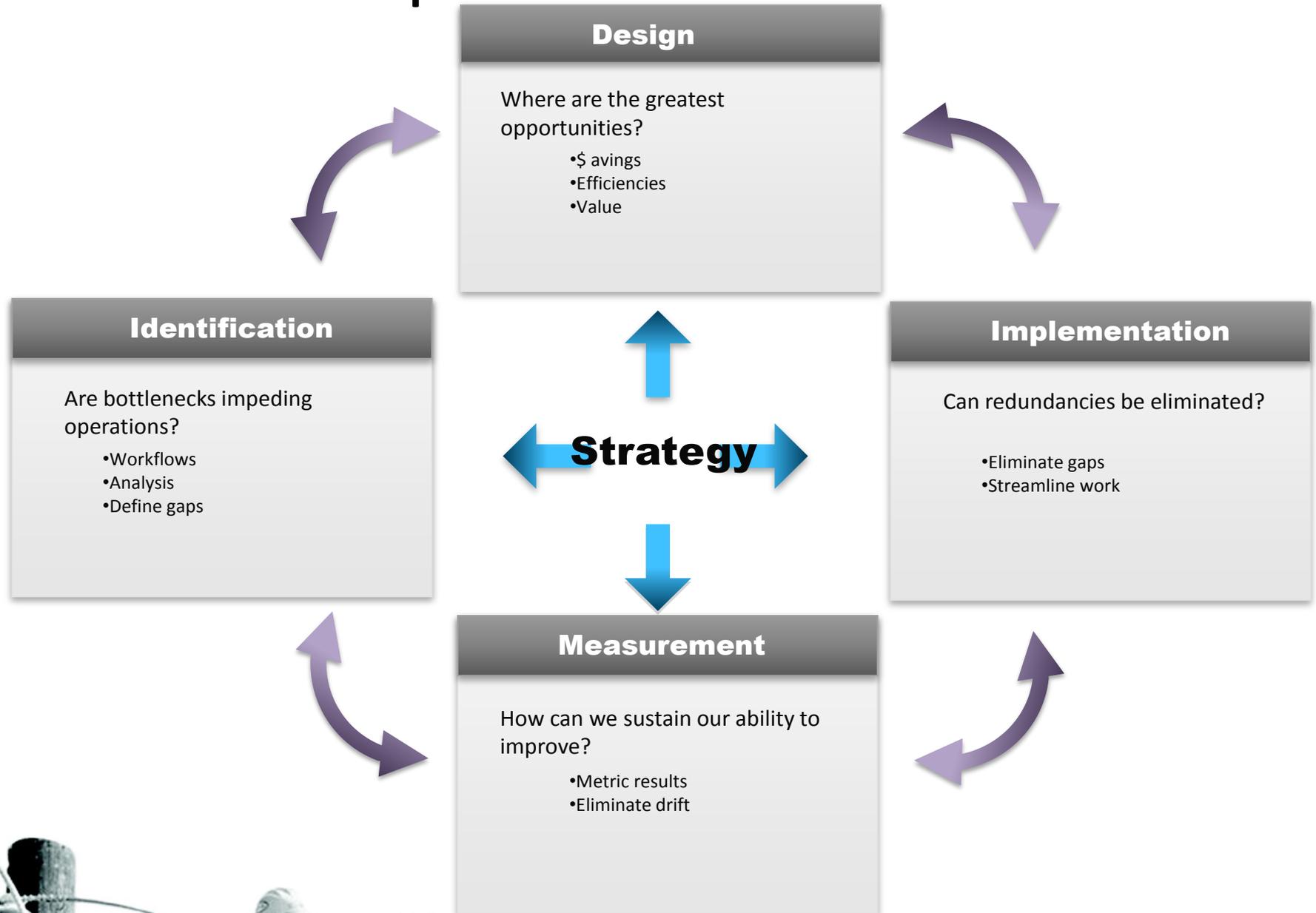
Kelly Enright, Customer Care Director
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We have a Vision.....

- › To set the standard for delivering the best customer service experience of any utility in the nation.
- › An integral part of achieving our vision involves making business process improvements
- › Our agenda today will cover the what, when, why, and how of business process improvements



Business Process Improvement



A sample of what have we done and what are we doing

Completed Projects

- Customer Electric Service Installation Program
- Meter Exchange
- Street Lighting
- Overtime Plan
- Accounting Division Review
- Inventory Process
- Project Management

Current and Future Projects

- Pole Damage Claims
- Billing
- Outage Management
- Work and Asset Management
- Customer Accounts and Credit and Collections
- Customer Connections
- Joint Use Poles
- Implementing technology at crew level
- Electronic Billing



Overtime

- **What we did:**
Analyzed OT spending and processes
- **Outcomes:**
Dollar Savings



Customer Electric Service Installation Process Project

What we did:

- Focused on documenting and improving work processes over a three year period

Outcomes:

- Reduced service connection time for customer requested work



Streetlights

- **What we did:**
- Data base clean up

- **Outcomes:**
- Generated \$50 k in savings
- Responded to 90.2% of streetlight trouble tickets



In Conclusion

- Proposed budget effects
- Future rates
- Joint team



The background consists of several overlapping, slightly tilted white papers. Each paper has a large, bold, black question mark printed on it. The papers are arranged in a way that creates a sense of depth and repetition, with some papers partially obscured by others. The overall color palette is grayscale, with the white of the papers and the black of the question marks standing out against a darker, muted background.

Q & A