

Reduce Business Support Costs and Improve Service Effectiveness

Utility Advisory Services

Low top-line growth, high commodity costs and significant regulatory challenges have today's utility companies seeking ways to reduce their cost of service and increase productivity. According to a recent study by EquaTerra and UtiliPoint, many Utilities are evaluating the role of outsourcing in achieving these goals.

While the Utility industry has been slower than other industries to adopt outsourcing as a business strategy, increasing costs, internal competition for capital and the need to deliver measurable value across the enterprise is driving continued growth in outsourcing adoption and scope. As a result, 11 of the top 20 U.S. Utilities have initiated new projects to assess BPO or ITO and nine have launched new BPO or ITO initiatives.

Outsourcing is just one of several outcomes from a service delivery assessment. A shared services model or transformation of existing processes have also resulted in lower costs and improved effectiveness. Whether you're seeking to evaluate an outsourcing strategy, renew an existing contract or simply conduct internal process improvement, now is the time to take action.

EquaTerra's Utility Advisors Deliver Results

EquaTerra helps Utility companies around the world reduce operating costs and improve service levels by designing and implementing the sourcing strategy that makes the most sense for their organizations, allowing them to focus on what matters most to their businesses.

Our expert advisors work with clients to validate strategies, understand baseline costs, build business cases for change, align stakeholders, evaluate options and, if appropriate, provide guidance through vendor selection, negotiation and the transition process as well as the design and development of their retained organization. We also help clients re-align existing outsourcing relationships; using our proven methodologies, we help build an outsourcing management capability and manage their ongoing relationship.

We assist clients in assessing their Information Technology, Human Resources, Finance & Accounting, Customer Care, Supply Chain and other key business processes. We have deep expertise in Utility-specific functions and related applications including meter-to-cash, work management and asset management. No matter where you are in the business transformation process, our approach helps you gain an in-depth understanding of your current operations compared to the marketplace and your peers, so together, we can determine the right sourcing strategy for your organization.

Proven Results: Client to save more than \$170 million

We helped Washington Gas assess how to optimize its business support functions and successfully negotiate an outsourcing contract which is expected to deliver service enhancements and more than \$170 million in cost savings.



We save you time and energy by shedding light on your service delivery options.

EquaTerra advisors have worked with nearly half of the top 30 North American Utilities and many of the largest Utilities in Europe. We also have been involved in the five largest North American BPO deals, an estimated \$7 billion in contract value.

Experience the EquaTerra Difference

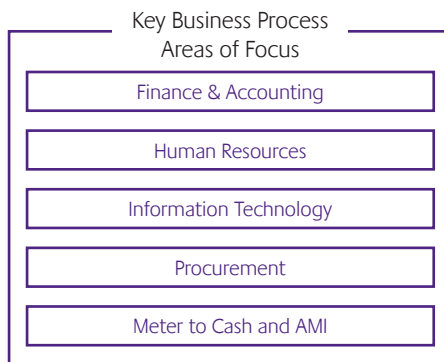
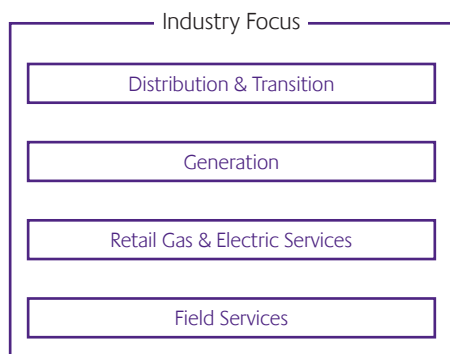
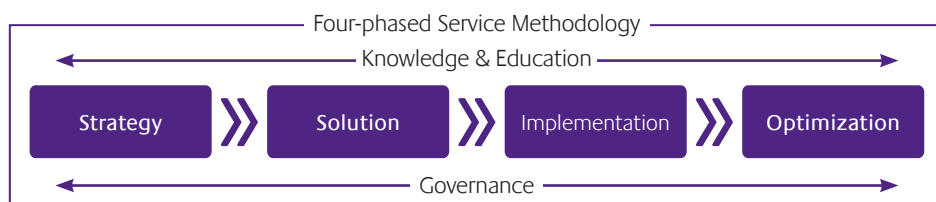
EquaTerra is the leading advisory firm in the Utility industry and has the expertise and resources to guide you through the sourcing process. Our seasoned professionals average more than 20 years of industry experience and possess skill sets unparalleled in the industry, bringing multi-dimensional experience as corporate executives, service providers and consultants to each client engagement.

Our sourcing advisory services help clients achieve:

- Better alignment between work complexity and pay
- Lower cost structure
- Effective use of knowledge base and enabling tools
- Higher utilization rates
- More standardization
- Leverage-able infrastructure
- Lower cost of capital

EquaTerra uses the most rigorous, yet flexible, methodology in the industry. Our approach can be scaled up or down depending on clients' needs and the complexity of the situation. We have the ability to take clients through a tailored assessment and implementation strategy, detailed sourcing advice, solution design and implementation, and ongoing advisory services to help them realize the full value of the service delivery transformation and improve results over time.

Our advisory services cover the following business processes:



EquaTerra Clients

We have helped utility companies around the world transform and/or outsource their business process operations for faster, more effective decision making. Some of our utility clients include:

North America

- DTE Energy
- Exelon
- Hess
- Hydro One
- NiSource
- ONEOK
- TXU Energy
- Washington Gas
- Xcel Energy

Europe

- Anglian Water
- BP
- Centrica
- Delta Energie
- Electrabel
- Eneco Energie
- South West Water
- Severn Trent
- Southern Water
- Thames Water
- United Utilities
- Welsh Water

Why a Sourcing Advisor

Having an experienced advisor on your side who has guided dozens of contact center transformations is invaluable. An advisor like EquaTerra can help you navigate the entire transformation journey effectively and efficiently – from initial strategy, through internal design or external service provider selection and negotiation, to transition and ongoing outsourcing relationship management. We provide truly objective and independent service provider perspective based on our extensive experience and expertise. We simplify the complex and bring certainty to the unfamiliar...so you can focus on what matters in your business.

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About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

For more information on our Utility Advisory Services or to contact a Utility expert, please see our Website at: <http://www.equaterra.com/fw/main/Resources-Energy-and-Utilities-957.html>