Linking Technology & Business Process
Introduction

Utility Overview

Tri-County is located in the Fort Worth metroplex serving urban, suburban, and rural areas. Many areas of the system are located in dual and tri serve territories.

115,000 Meters | 4,800 Distribution Miles | 175 Employees

570 MW

4%

Load

Growth Rate
Evaluation

Building the Foundation

Put first things first, create a baseline of where the utility is starting and then define where you are going.
Right Person, Right Seat

What key employees will you need to properly use the technology?
Do they have the right skill set?
Are they empowered to succeed?
Interoperability

Let’s play Integration bingo!

OPERATING STATUS:

✅ System in place, not integrated.

✅ System in place, integrated

❌ No system in place
Scope

Planning is key

- Accountability
- Strategic Messaging
- Project Management
Implementation

Ready, Set... GO!

Flexible Timelines
Process Implementation
Traction
Handling Issues

Maybe we over did it?

Remain Calm

Issues are going to pop up, processes may need to be reworked, check the gauges and keep employees focused on the goals!

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Employee</td>
<td>90%</td>
</tr>
<tr>
<td>Software</td>
<td>50%</td>
</tr>
<tr>
<td>Workflow</td>
<td>75%</td>
</tr>
<tr>
<td>Timelines</td>
<td>30%</td>
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Trust the Process
Keep the information visible, communicate any changes made and explain why.
After a few months, trends can be identified and then improvements can be made.

Tracking productivity is a great way to the benefits of new technology.
Real time data gives better visibility to management. Use analytics during staff meetings.

Improve construction practices based on outage history.
Lessons Learned

What we gained…

- Higher employee satisfaction.
- Decreased costs.
- Centralized knowledge base.
- Increased interactions between departments.

The combination of improving our software and our business processes allowed us to gain more efficiencies than just saving paper. Improving our cyber security stance, PCI compliance, and revamped our department responsibilities paired with new software was huge success.