

Operating Model Assessment



ScottMadden has a proven approach for assessing the operating model of natural gas companies.

Natural gas companies must balance significant challenges with ever-increasing expectations for service delivery and cost. ScottMadden's operating model assessment provides a roadmap to manage this environment by focusing on seven key elements required to effectively operate and succeed:

1. Mission and Stakeholders - Why we are in business, who we serve
2. Values - How we behave
3. Strategic Focus Areas and Performance Metrics - Where we must excel
4. Policies, Processes, Procedures - How we run our business
5. Business Planning and Resource Allocation - How we operate and improve our business
6. Organization and Accountability - How we assign work
7. Monitoring and Control - How we hold ourselves accountable

Smart. Focused. Done Right.®

To learn more, visit www.scottmadden.com

About ScottMadden's Energy Practice

Since 1983, we have been energy consultants. We have served more than 300 clients, including 20 of the top 20 energy utilities. We have performed more than 2,400 projects across every energy utility business unit and every function. We have helped our clients develop strategies, improve operations, reorganize companies, and implement initiatives. Our broad and deep energy utility expertise is not theoretical—it is experience based.

ScottMadden has deep experience in assisting our clients with managing the gas business through the following services:

- Strategic Analysis
- Business Planning
- Operations Management
- Organization Design and Staffing
- Business Process Improvement
- Mergers and Acquisitions
- Rates and Finance Strategy
- Operational and Financial Performance Benchmarking

We have provided consulting support across major functions, including field operations, construction, maintenance, supply chain, customer service, gas supply, regulatory, and sales and marketing.

More projects. More solutions. More ways to get it done right.

Overview

The assessment addresses each element of an effective operating model in terms of maturity, employee understanding and engagement, and improvement opportunities. Focus areas include:

- Work activities and volumes
- Processes and technologies
- Performance metrics
- Perceived satisfaction levels
- Staff roles/responsibilities

Our operating model assessment has enabled our clients to understand the overall performance of their organizations and improve effectiveness, efficiency, compliance, and relationships with internal stakeholders and external customers.

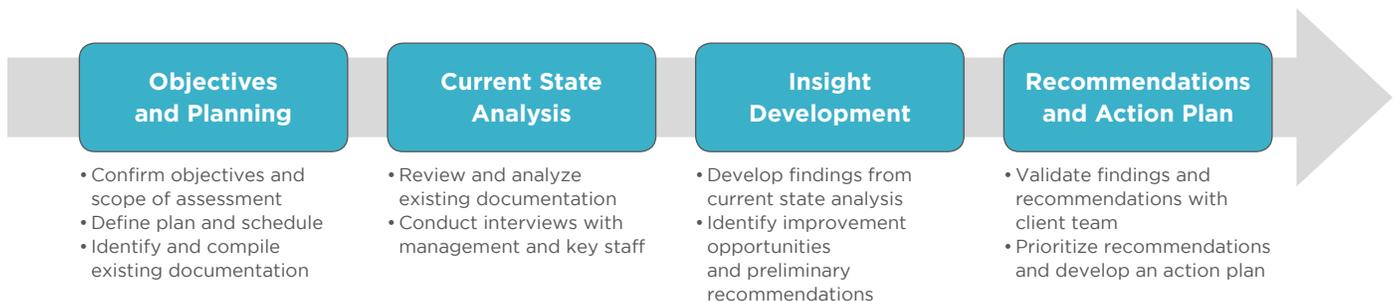
Our Approach

We use an efficient and collaborative approach to produce a comprehensive current state summary, list of improvement opportunities, and specific, actionable recommendations.

Contact Us

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Example Results

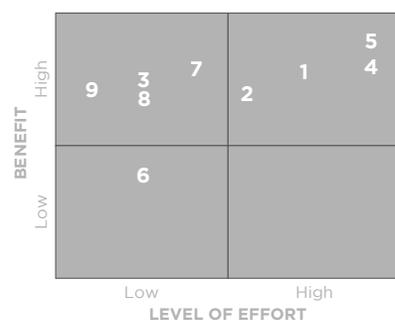
Summary Assessment and Recommendations

Element	Assessment	Recommendations
Business Planning & Resource Allocation	●	<ul style="list-style-type: none"> • Realign the organization with strategic focus areas, ensuring roles for key areas are clearly defined and the accountability model is clear • Develop a succession plan for critical positions • Develop a performance management plan
Organization and Accountability	○	<ul style="list-style-type: none"> • Develop a process to incorporate broader organizational input into business plan development <ul style="list-style-type: none"> • Integrate with the output of the project planning process recommendation • Review business plan and revise as needed to ensure: <ul style="list-style-type: none"> • Initiatives have discrete objectives and milestones • Initiatives, if completed, close a gap, as outlined in the business plan

○ Significant opportunities exist ● Moderate opportunities ● No significant opportunities

Prioritized List of Improvement Initiatives

1. Strategy/Mission Statement
2. Business Plan Update
3. Standard Operating Procedures
4. Training Program
5. Organization Redesign
6. Process Redesign
7. Safety Program
8. Succession Planning
9. Tiered Metrics



To learn more about getting it done right, visit us at scottmadden.com or call 404.814.0020.

LOCATIONS

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