

### *Summary*

Mark Fronmuller has more than 25 years of energy consulting experience having held positions as utility industry practice leader, global account executive, and partner at Ernst & Young, Capgemini, and SAIC. Recently Mark served as the president of the North American division of a meter company where he drove smart grid implementations with AMI systems, prepay systems, load control, street lighting, and Volt/VAR solutions. He has led performance improvement, technology, strategy, and outsourcing programs.

### *Areas of Specialization*

- Performance management
- Process improvement
- Project management
- Distribution and smart grid
- Strategic and business planning
- Mergers and acquisitions
- Supply chain
- Organization design and staffing

### *Recent Assignments*

- Led the establishment of the PMO for a large investor-owned utility to join an ISO energy imbalance market. The PMO ensures that the program establishes policies, processes, and procedures and implements the necessary technology for the client to successfully evolve the organization to one that can work cross-functionally in a new real-time energy imbalance market
- Provided smart grid technology expertise during the facilitation of a strategic plan for a large North American-based utility with holdings across North America
- Led the development and execution of an IT-OT benchmark project to show how the participants compare to the peer group composite
- Led the reengineering program for an overall quality process for a meter manufacturing company involving the key executives of marketing, customer service, hardware, software and network engineering, and manufacturing organizations with the goal of improving total quality across the board. The effort included the executive dashboard that provided the key metrics to the executive as well as the metrics for the organizations. This effort required process change in the individual organizations in order to meet the goals
- Led a program to implement a new approach in the engineering department to improve quality and time-to-market for meter hardware, firmware, and software. Under this program, a new series of processes were implemented allowing two new hardware products to go to market and a new software release of the meter head-end system
- Led a program to implement new customer service processes in order to improve the customer experience and reduce customer issue resolution times. The new process accounted for providing the customers updated status of their issues, updates regarding returned products, and standardized communication regarding their orders
- Directed the relocation of a meter manufacturing plant from the United States to Mexico. This program was completed in one year and included the build-out of the facility, hiring key personnel, improving the manufacturing processes, and then transferring the new processes to the plant and establishing a new supply chain in Mexico to serve the plant
- Directed the development of a new managed service to provide AMI data, outage information, and prepay data to the customer and distribution organizations of utilities to improve their grid reliability, outage response, and customer billing