



# BENCHMARKING: ACHIEVE AND SUSTAIN TOP-TIER PERFORMANCE

As a leader in today's utility industry, you face new and evolving challenges, such as a constantly evolving regulatory environment, infrastructure investment, shifts in generation fleet composition, and fundamental changes in the way the electric grid is designed and operated, not to mention growing customer demands. High-performing leaders use benchmarking to understand their performance, identify leading practices, and set strategic direction in this increasingly uncertain environment.

**Lead through your toughest challenges by accessing objective, actionable benchmarking data to identify how to solve problems and reach important goals such as:**



Identify and quantify gaps and opportunities for improvement



Improve operational and financial performance



Enhance customer satisfaction and brand reputation



Reduce costs while increasing efficiency and effectiveness



Reduce risk and improve safety and reliability



Justify proposed initiatives with regulators and other stakeholders

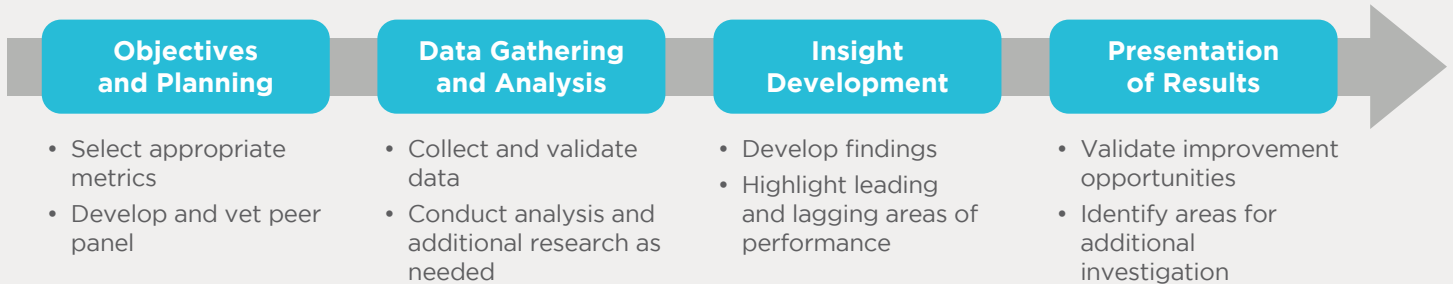
## FIND OUT HOW YOU COMPARE TO OTHERS

Utility leaders use objective third-party benchmarking solutions to gain a fresh perspective on how their performance compares to leading peer sales companies. Our benchmarking analysis and insights provide you with the tools you need to identify focus areas and prioritize performance improvement initiatives.

# ACTIONABLE BENCHMARKING: CRITICAL DATA, KEY DECISIONS

Customized benchmarking analysis includes metrics and peers selected with your team, leveraging ScottMadden's expertise and insight. The combination of publicly available data and customized benchmarking and analysis will provide you the insights you need to excel in this rapidly evolving market.

## APPROACH MODEL



## BENCHMARKING SOLUTIONS

**1 ENTERPRISE BENCHMARKING**  
Prompted by executives, the board of directors, or regulators? Understand specifically where your organization excels or could improve to inform how and where you should invest.

**2 GENERATION FLEET ANALYSIS**  
Leverage cost, reliability, and staffing benchmarking for operators of all types of generating assets, including fossil, nuclear, and hydroelectric generation, to achieve best-in-class results.

**3 GAS LDC BENCHMARKING**  
Use a high-impact, low-cost approach to benchmarking to assess your performance and answer key management questions. Whether focused on cost, reliability, or safety, actionable benchmarking paves the way to achieve the results that matter most.

**4 CUSTOM BENCHMARKING ANALYSIS**  
When concerns about performance cannot be answered with existing data, you can still answer specific contextual questions using peer-to-peer benchmarking. Customize to make the biggest impact with a modest, ad hoc study, a large data-intensive consortium, or something in between.

## ADDITIONAL BENCHMARKING STUDIES:

- Targeted department/functional deep dive
- Environmental, Social, Governance (ESG) assessment
- Power generation commercial availability analysis
- Corporate & Shared Services functional assessment

## Contact ScottMadden today!

Connect with ScottMadden to quickly assess where you stand today and develop a results-driven strategy for where you are going.



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