

PA Consulting Group Recognizes North American Utilities for Excellence in Reliability and Customer Service at the 2013 ReliabilityOne and ServiceOne Awards

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Award recipients honored for implementing and executing industry-leading practices, strategies and processes that breed success

We Energies and Florida Power & Light Company take home top honors

Last night, PA Consulting Group (PA) announced the recipients of its annual ReliabilityOne™ and ServiceOne Awards - widely recognized as one of the most prestigious honors in the electric utility industry - at a reception at 7 World Trade Center in New York, before an audience that included senior management at leading utilities, industry regulators and energy industry experts. PA Consulting Group's ReliabilityOne™ awards recognize electric utilities for providing their customers with the highest levels of reliability in the industry, while the ServiceOne awards recognize companies for providing exceptional service to their customers.

ReliabilityOne™ Awards

PA recognized five regional ReliabilityOne™ winners from utilities across the U.S. for the calendar year 2012. The selections were based on overall system wide performance in both outage duration and frequency. PA awarded its annual National ReliabilityOne™ Excellence Award to one of its regional winners that demonstrated sustained leadership, innovation and achievement in the area of electric reliability. PA selected from its group of regional winners the utility that had the best overall System-Wide Reliability Performance and also a winner for the Best Response to a Major Outage Event.

This year's National ReliabilityOne™ Excellence Award was presented to: **We Energies**. "We Energies fosters a culture of continuous improvement; their employees are committed to reliability and are always looking for new ways to better serve their customers", said Jeff

Lewis, Program Director for ReliabilityOne™. “PA was particularly impressed with We Energies’ proactive communications with their customers and their innovative use of technology and process to provide outstanding reliability. The employees at We Energies demonstrate clear industry leadership and this recognition is a brilliant achievement.”

This year’s five regional ReliabilityOne™ awards recipients are:

- Northeast - **Consolidated Edison Company of New York**
- Mid-Atlantic - **Public Service Electric & Gas Company**
- Midwest - **We Energies**
- Plains – **Kansas City Power & Light Company**
- West - **San Diego Gas & Electric**

This year’s Overall Outstanding System-Wide Reliability Performance Winner is **Consolidated Edison Company of New York** (Con Edison). “Con Edison achieved one of the highest levels of reliability performance we have ever seen for an investor owned utility in the United States”, said Jeff Lewis, ReliabilityOne™ Program Director. “Con Edison’s reliability performance was 90% better than the industry average, a terrific achievement for the Con Edison employees who strive to bring their customers the highest level of performance.”

This year’s Outstanding Response to a Major Outage Event Winner is: **Public Service Electric & Gas Company** (PSE&G) for their response to the unprecedented Superstorm Sandy in 2012, the worst storm in PSE&G’s history, coupled with the severe Nor-Easter which impacted the area as restoration efforts were underway.

PSE&G’s entire service territory was severely affected with over 2 million of their 2.2 million customers affected. PSE&G effectively managed costs and restored nearly 90% of their customers in a week, having to contend with over 60,000 trouble locations including the flooding of 20 facilities resulting from the storm surge. In addition, PSE&G maintained consistent public communications with an average of more than 3 news releases per day, along with outreach through their webpage and email, press conferences, call centers, and traditional ads (radio/print) as well the use of email and social media. Through Twitter, PSE&G was able to reach over 50,000 of their followers, amongst the highest in the industry. Recognizing the challenges faced by utilities and their customers and considering the circumstances, PSE&G truly demonstrated an outstanding response during one of the most difficult events in history.

“The energy industry is facing unprecedented change which is creating new challenges for leaders, who are charged with the reliability of the electric system, a critical foundation to our economy and our lives”, according to **Jeff Lewis, PA Consulting Group’s ReliabilityOne™ Program Director**. “In the face of these challenges, these utilities have maintained the highest levels of reliability for their customers. Each ReliabilityOne™ Award recipient has demonstrated superior performance in reliability and restoration, and has created a strong organizational culture focused on providing the very best reliability for their customers.”

ServiceOne Awards

PA Consulting Group also recognized those utilities that excel in the area of customer service and care with the presentation of the ServiceOne Awards.

This year’s recipient of the ServiceOne Award is **Florida Power & Light Company**. For the tenth year in a row, rounding out the collection nicely, Florida Power & Light (FPL) has received the prestigious ServiceOne Award. FPL’s high level of performance across functional areas reflects their mastery of the fundamentals of working together across the organization, leveraging data to enhance decision making, and holding individuals accountable at all levels. This along with a desire to constantly improve operations through new services or solutions for their customers is what enables them to be a top-performer year-after-year.

This year's ServiceOne Balanced Scorecard Achievement Award recipients are:

- Contact Center - **Florida Power & Light Company**
- Field Service - **Florida Power & Light Company**
- Meter Reading - **Florida Power & Light Company**
- Billing - **Florida Power & Light Company**
- Payment - **Florida Power & Light Company and Xcel Energy (tie)**
- Credit & Collections - **San Diego Gas & Electric & Florida Power & Light Company (tie)**
- Revenue Assurance – **Xcel Energy**
- Self Service - **Florida Power & Light Company**

ServiceOne Awards recognize companies for providing exceptional service to their customers as determined by a set of 26 measures of excellence. ServiceOne Balanced Scorecard Achievement Awards recognize companies that provide outstanding performance

within selected areas of Customer Service. While PA administers the Polaris ServiceOne program, an advisory committee consisting of members within the program provides advice regarding its content and criteria.

"Excellent customer service can only be achieved if it is a core value for a company. This is particularly the case in the utility sector, where increasing demands placed on customer service organizations have challenged traditional delivery strategies, business processes and modes of customer interaction," said **Arun Mani, PA Consulting Group's ServiceOne Program Director**. "The companies who have been named ServiceOne award winners for customer service have set the standard in the energy utilities industry by enabling their employees with the information, tools and leadership necessary to foster a customer service-oriented culture."

For more information on PA Consulting Group's work in the energy market, visit www.paconsulting.com/energy.

About PA Consulting Group

PA Consulting Group (PA) is an employee-owned firm of over 2,500 people, operating globally from offices across North America, Europe, the Nordics, the Gulf and Asia Pacific. PA has experts in energy, financial services, life sciences and healthcare, manufacturing, government and public services, defense and security, telecommunications, transport and logistics. PA's deep industry knowledge, together with skills in management consulting, technology and innovation, allows them to challenge conventional thinking and deliver exceptional results with lasting impact. For more information about PA Consulting Group, visit www.paconsulting.com.

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