

PARTNER BRIEF: SCOTTMADDEN

Powering Utility Transformation: ScottMadden + PowerClerk® in Action

Industry Challenges

Clean Power Research® and ScottMadden offer a combined service that integrates proven technology with tailored business processes. Organizations that experience challenges due to old and inefficient business processes often require both process improvement and workflow management as the solution. However, solving these challenges with technology alone can have an unintended consequence of reinforcing the underperforming process instead of designing improvements and taking full advantage of the technology's capabilities.

Comprehensive Solution

Our joint method provides a user-friendly, customer-oriented approach specific to the clients' operating environment and organization. By leveraging ScottMadden's deep experience in utility business process improvement and PowerClerk's process-driven workflow automation software, we offer a consistent, cooperative solution. Together, ScottMadden's consultants and Clean Power Research's professional services team can build an optimized design, leveraging best practices from both domains.

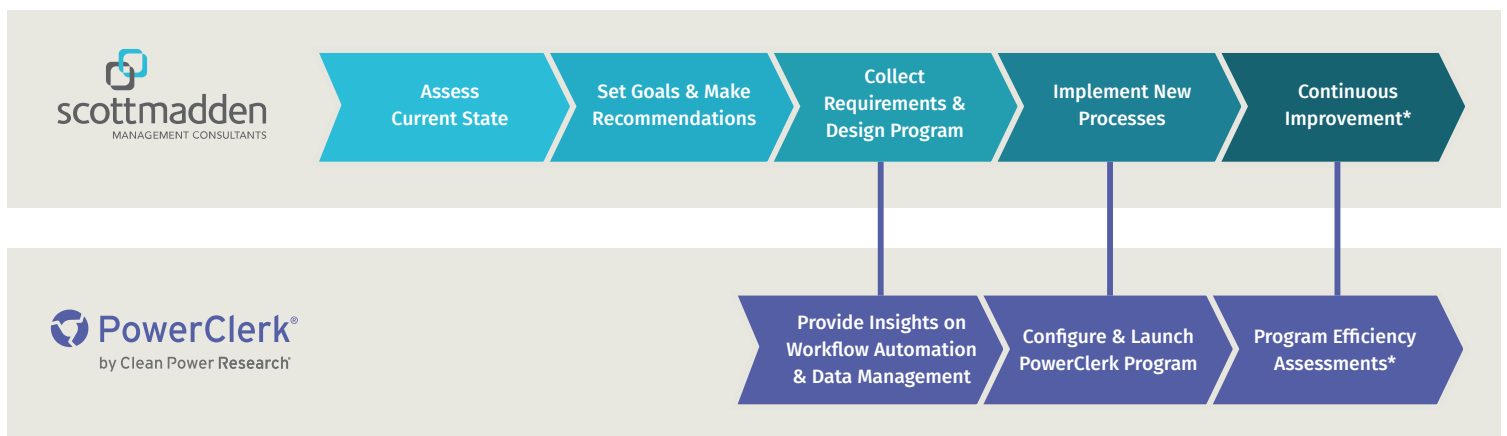
Our goal is to empower our clients to meet business and regulatory objectives to optimize utilities' processes for various load interconnection and for distributed energy resource (DER) interconnection. Read on to learn more about how we achieved this with a large investor-owned electric utility and its electric vehicle charging infrastructure program.



ScottMadden is a general management consultancy established to provide high-quality, objective advice and support to help our clients solve their most difficult problems. In our work, we will always take the long view of the greater good for our clients.

Improve Business Operations by Combining Process Improvement with Workflow Automation Software

ScottMadden and Clean Power Research's PowerClerk helps utilities optimize load and DER interconnection processes by collaborating from the start, ensuring alignment and seamless software adoption.



*if included

Empowering one utility to streamline their EV Charging Infrastructure program

Challenge

A large investor-owned electric utility in the Northeast has faced with ambitious electric vehicle (EV) adoption goals, including the implementation of a \$700M state-wide EV charging infrastructure program (or a “make-ready” program). The program drove explosive growth in the number of applications, resulting in delays that pushed energization timelines to nearly 600 days.

The utility worked with ScottMadden and Clean Power Research to diagnose the causes of the energization delay, develop a comprehensive approach for streamlining the process, implement a software solution, and resolve the delays.

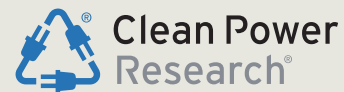
“Many utilities attempt to solve process inefficiencies with new technology alone, which can reinforce existing issues. Our partnership with Clean Power Research and their PowerClerk platform ensures that the proper technology is deployed alongside business process redesign, making improvements that are sustainable, scalable, and aligned with client operations.”

Kevin Hernandez, ScottMadden Partner

Combined Approach



1. Mapped the energization process and benchmarked average project durations
2. Pinpointed bottlenecks and recurring causes of delay
3. Analyzed how EV charging project needs diverged from client's existing systems and processes



1. Worked with the client to formalize and standardize their new EV “make-ready” program.
2. Implemented PowerClerk, the utility industry's leading process automation software for interconnection, service requests and more.
3. Enabled the utility's revised processes to create automated and efficient workflows, improved governance and streamlined repetitive tasks.



Results

- ✓ Aligned tools and technology to create a repeatable, efficient process.
- ✓ Provided a user-friendly, customer-oriented approach with a tailored business operation.
- ✓ In the first 11 months of operation, the average queue time was reduced by 60% – from 600 days to 250 days.
- ✓ The average queue time was trimmed an additional 70 days after two years due to process improvements.

Clean Power Research enables utilities to plan and optimize for the clean energy transformation. To learn more about Clean Power Research products and utility solutions, [contact us](#) today.