

Case Study

Major U.S. Electric Company: Organizational Effectiveness

Customer Profile:

A major U.S. Utility that serves 430 cities & communities with a total customer base of ~5 million residential & business accounts within Central, Coastal, and Southern California.



Results:

The company successfully identified unique characteristics making change management easy to implement the desired change. With organizational effectiveness methodologies the company successfully implement the people side of change and reducing the potential obstacles along the way.

Customer Challenge:

- Emerging technologies, grid infrastructure, an aging workforce, requirements for creating entirely new digital business models, the need for improved capability, specialized talent, and inescapable disruption on the horizon.

Bridgewater Approach:

- Establish a structured approach to build change competencies, prepare employees, monitor adoption and readiness, and reinforce and sustain momentum for the future.

Bridgewater Solution:

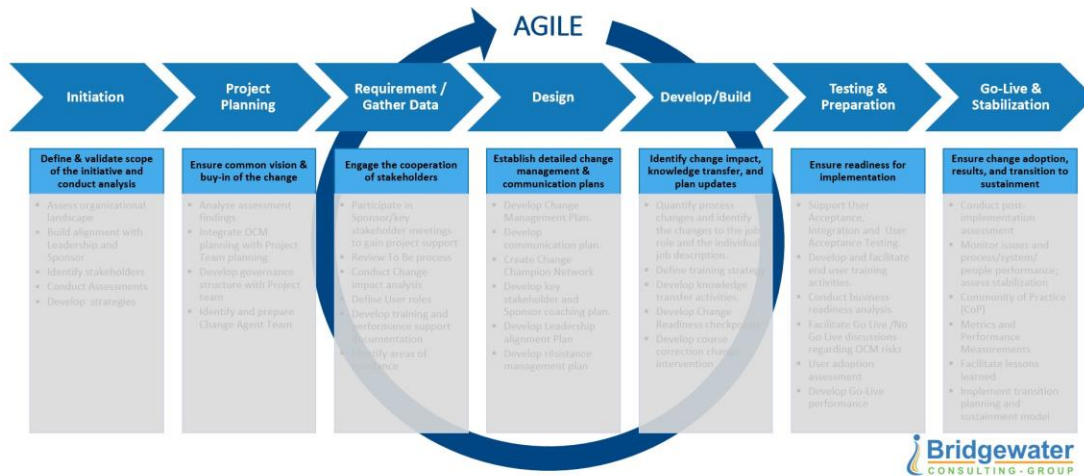
- Oversight and project orientation and scoping
- Design organizational design and culture alignment
- Plan and build change management, communication, training, and coaching, operational readiness plans
- Deploy training and development solutions
- Measure and improve through competence, business, stakeholders, and operational assessments

Case Study

Major U.S. Electric Company: Public Safety Public Shut off (OCM)

Customer Profile:

A major U.S. Utility that serves 430 cities & communities with a total customer base of ~5 million residential & business accounts within Central, Coastal, and Southern California.



Results:

The company successfully implemented organizational readiness using advanced Tools and Processes in preparation for summer 2020 PSPS IMT activation.

Customer Challenge:

- Emerging technologies, grid infrastructure, an aging workforce, requirements for creating entirely new digital business models, the need for improved capability of Public Safety Power Shutoffs (PSPS), specialized talent, and inescapable disruption on the horizon.

Bridgewater Approach:

- Developed and implemented a none disruptive approach to change where it became the new norm and part of day to day business

Bridgewater Solution:

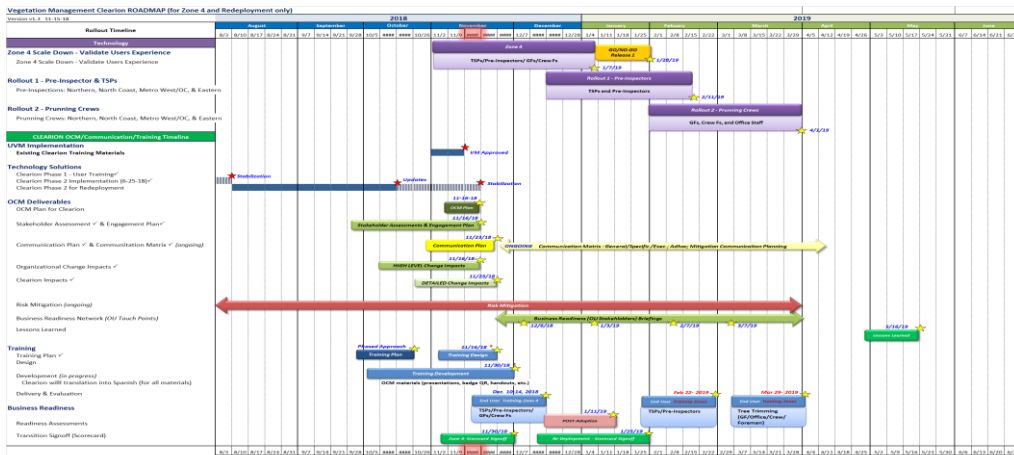
- Developed and implemented a cohesive approach to change part of the overall PSPS Readiness Activation Plan
- Identified and tackled key weak stress point in the deployment plan
- Created a “Pull System” to drive change across the organization
- Developed and implemented tools and processes to prepare customers for summer 2020 Public Safety Public Shut off Incident Management Team activation.

Case Study

Major U.S. Electric Company: Vegetation Management (OCM)

Customer Profile:

A major U.S. Utility that serves 430 cities & communities with a total customer base of ~5 million residential & business accounts within Central, Coastal, and Southern California.



Results:

The company successfully implemented new Vegetation Management Work Management System that helped employees and contractors apply new business processes and procedures to do their jobs.

Customer Challenge:

- New Utility Vegetation Management (UVM) controls, processes, procedures to achieve compliance with Federal and State regulations.

Bridgewater Approach:

- Provide a clear understanding, agreement, and alignment of the Organizational Change Management (OCM) scope, timeline, resources and budget for the implementation of the new Vegetation Management Work Management System.

Bridgewater Solution:

- **Phase 1 - Analysis and Scope:** This phase is focused on gathering information about the project such and impacted audiences for the purpose of developing an OCM Strategy/Plan.
- **Phase 2 - Prepare the Climate:** This phase is focused on gaining the interest and visible support from leaders who influence the adoption of the change and ultimately, the success of the execution of UVM recommendations.
- **Phase 3 - Engage and Enable:** This phase is focused on engaging leaders and stakeholders who influence the adoption of the change and ultimately, the success of the project/program.
- **Phase 4 - Implement and Sustain:** This phase focuses on the formal UVM transition activities to the respective organization for implementation, and readiness to accept high level changes.