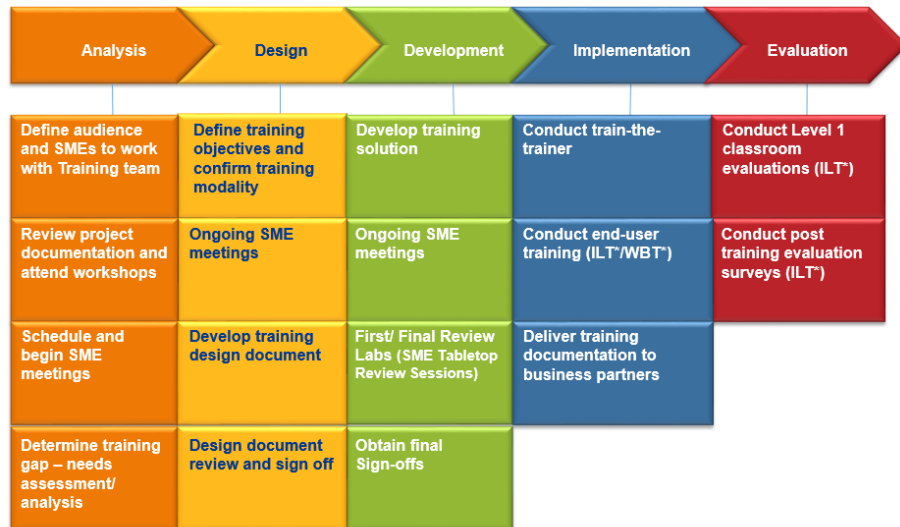


Case Study

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

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.



*Instructional Led Training, Web Based Training

Results:

The company successfully implemented Vegetation Management Training recommendations by training employees in how to apply new business processes and procedures to do their jobs.

Customer Challenge:

- Mitigate wildfire risk by assessing Vegetation Management program requirements

Bridgewater Approach:

- Educate personnel on the benefits of using the new Vegetation Management procedures and how to meet its business goals and stay compliant.
- Establish a foundation for continuous skill development and improvement through governance oversight and Quality Assurance.

Bridgewater Solution:

- Ensure effective controls and processes are in place to achieve compliance with Federal and State regulations.
- Improve organizational efficiency/effectiveness and manage overall demand in a consistent manner with an integrated approach
- Provide focus for the creation and institutionalization of new capabilities, and congruity of work, while fostering innovation and technology literacy
- Re-skill and retool workforce in order to move into this new environment.
- Introduce and institutionalize governance, including roles, KPI measurements, and governance

Case Study

Major U.S. Electric Company: Learning & Development

Customer Profile:

A major U.S. Utility that serves a total customer base of approximately 16 million people throughout a 70,000-square-mile service area in northern and central California.



Results:

The company successfully implemented Learning & Development Framework, Mentoring Program, including Peer-to-Peer, that engaged employees, supported professional development, and provided a venue for developing professionals skills.

Customer Challenge:

- Having the right knowledge and skills for today and tomorrow will reduce the constraints within organization.
- Constant processes and procedures will drive successful mentoring, training, and onboarding of new resources, as well create a culture of excellence and pride.

Bridgewater Approach:

- Develop a comprehensive Learning & Development Program
- Develop a full-scale Mentoring Program, including Peer-to-Peer

Bridgewater Solution:

- Personal and professional development by attracting & retaining talent
- Develop people capabilities through new learning and relevant work experiences
- Develop Mentoring Program for managers and supervisors
- Create a values-based culture and a sense of community
- Build an employer brand through an employer value proposition
- Provide the skills to grow and develop within their chosen career path by motivating & engaging employees