



# Utility Performance Improvement

Key Service Line

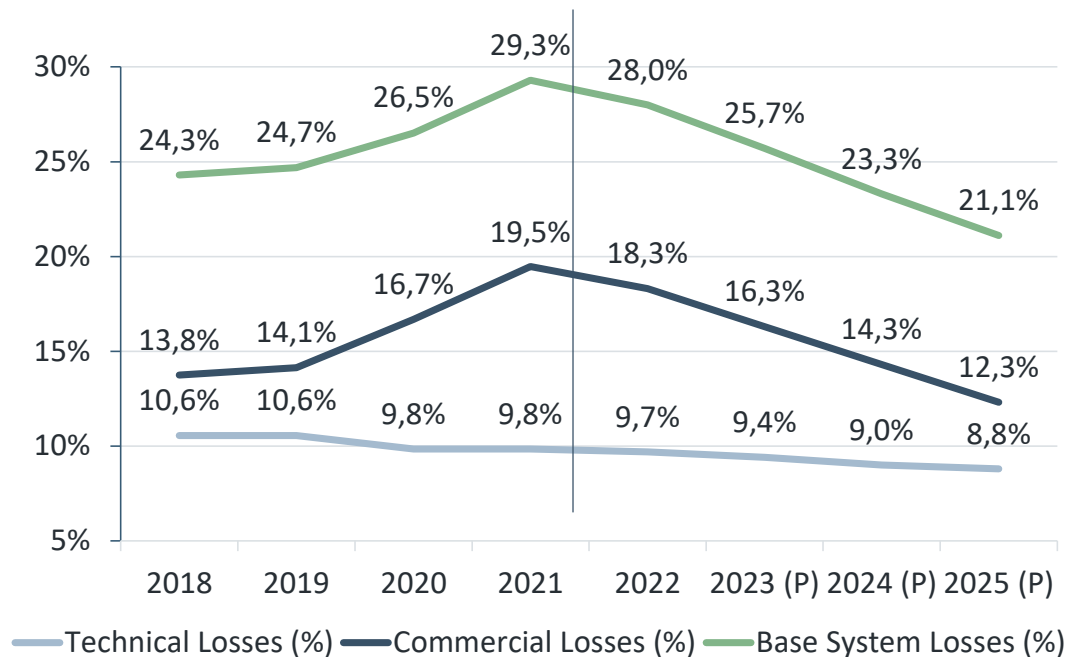




# Performance Improvement Plan

## High-level Methodology for Performance Improvement Plan Development

Example base system loss reduction developments and projection of four-year performance improvement programme (client confidential)



1) Analysis of utility performance

2) Identification of high-impact initiatives and associated financial impact

3) Development of implementation plan

4) Project and contract management



# Performance Improvement Plan

## High-level Methodology for Performance Improvement Plan Development

### Revenue Protection

- Digital network and customer meter management
- Lean new customer connection process
- Integration of IT and OT including finance & billing
- Reduction of unplanned outages & improved maintenance through planning, prevention and response

### Supply Chain Excellence

- Power purchase agreements analysis & renegotiation
- Implementation of Supplier Framework Agreements
- Effective inventory planning and management
- Effective contractor management for outsourced services

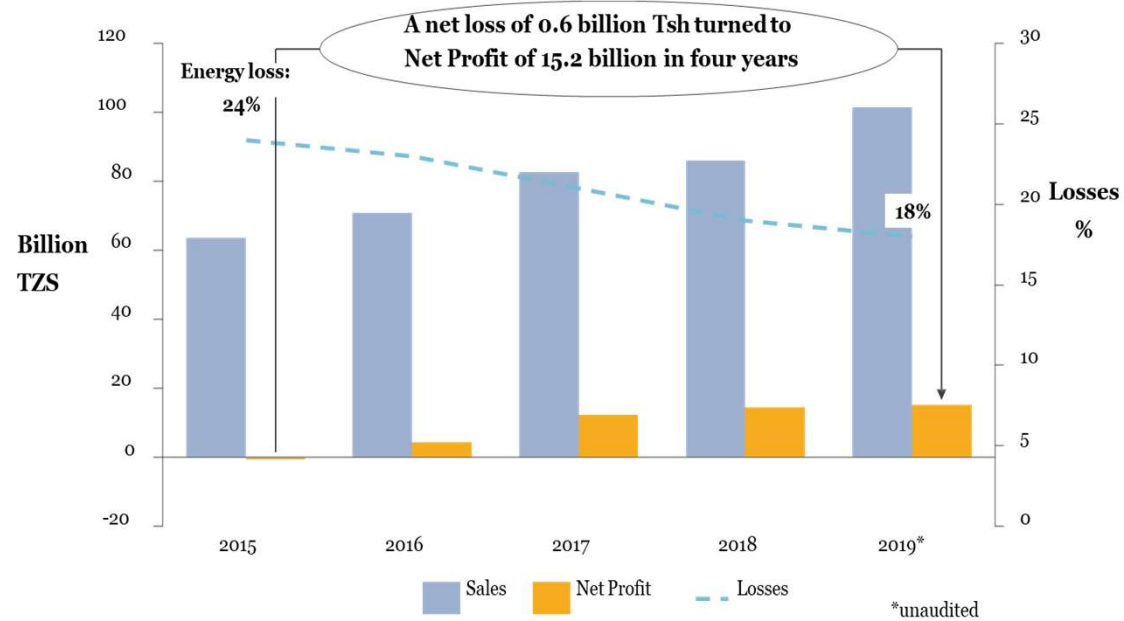
### Customer Satisfaction

- Establishment of customer charter
- Implementation of best-in-class Customer Contact Center
- Seamless integration of complaint with operations
- Customer care training for “front line” commercial and technical resources

**Multiconsult has strong experience in identifying, developing and implementing initiatives that have the highest and most immediate impact on utility operations and financial performance.**

# Performance Improvement Plan

## Case Study - Supporting the Successful Financial Turnaround of ZECO



### Key contributors to turnaround

- **10% of customer post-paid meters replaced with pre-paid meters**
- **130 AMR meters and supporting head system for large customers**
- **Integration of SAP and prepaid billing system**
- **Re-engineering and digitisation of New Service Connections Process resulted in reduction from 100 days to 32 days**
- **Capacity development of Level 1 and Level 2 management team**
- **Cultural change leveraging Authentic Informal Leaders**

# Performance Improvement Plan

## High-level Methodology for Performance Improvement Plan Development



### Zanzibar Electricity Company (ZECO)

Development and implementation of performance improvement initiatives at the Zanzibar Utility from 2016-2019. Part of the Zanzibar Electricity Sector Support (ZESS) program, funded by SIDA.



### Electricity Company of Ghana (ECG)

Development of a Performance Improvement Plan for financial turnaround of the utility. Undertaken in 2021/2022 as part of the P4R programme in Ghana, funded by German Development Bank KfW



### Northern Electricity Distribution Company (NEDCo)

Development of a Performance Improvement Plan for performance improvement of the utility. Undertaken in 2022 as part of the P4R programme in Ghana.

