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RDO Wave 5
Micro-battle Results

Please click through the presentation
at your desired pace.

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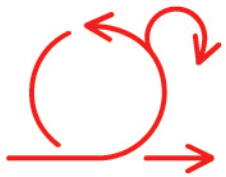
Intro to Agile and Micro-Battles

Agile ways of working and Micro-battles work together to enable cultural change and support realization of savings



Agile ways of working

"The How"

A set of values and principles that guides how we work together and how we engage with our "customers"

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"The What"

Discrete, time-boxed initiatives that rapidly brings strategic choices to action and aims to deliver immediate results

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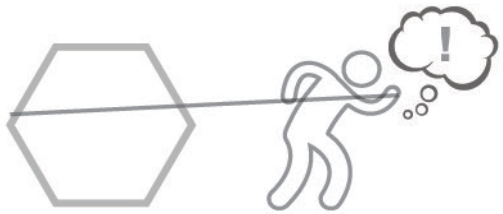
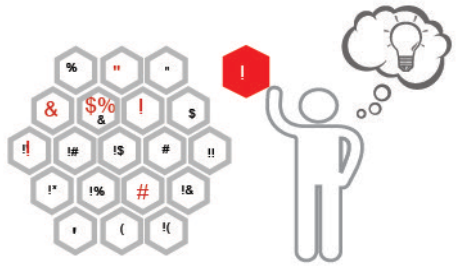
Into to Agile

Agile breaks large, complex problems into smaller ones, and allows teams to be more focused





From Traditional approach	To Agile approach
Building a "perfect plan" before starting	Trying, failing and improving quickly
Working on several projects at once	Focusing on one project at a time
Showing progress with verbal updates	Showing progress with examples and results
Requiring many layers of approvals	Being trusted to make decisions

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Wave 5: Four Micro-battle teams with a total of 29 people

- Optimize ERT and Outage Communication
- Municipal Franchise Fee
- Non-electric Service Business (NESB)
- Centralized Scheduling

Scheduling
Hollis Rish
Ray Figueroa
Laine Ellington
Charles Hagins
Nicole Grove
Daniel Diaz
Jay Halford

NESB
Marlon Oliver
ChaKoa Arnold
Rosa Jupiter
Jesse Pollard
Laurie Vece
Eric Pickett
Rebecca Schweiger
Andy Hamilton
Josh Ashcraft

MFF
Michael Olajubutu
Taylor Fairey
Les Martin
Roshan Patel
Andrea Moore
Vanessa Watson

ERT
Heidi Boykin
Walt Farrell
Keicha Jones-Jones
Larry Barnes
Michael Gilford
Jeff Wilson
Joel Hanner

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Optimize ERT & Outage Communication

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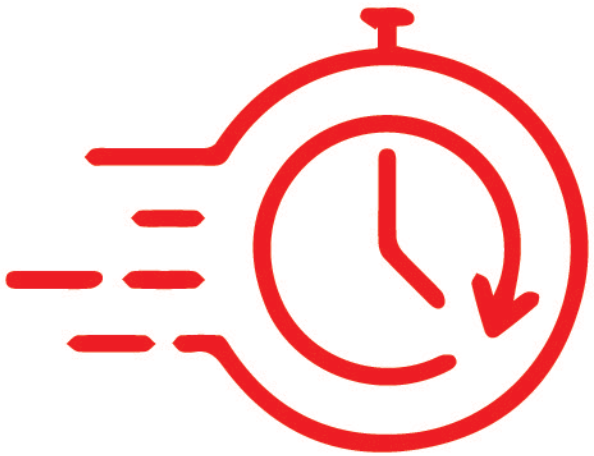

Optimize Estimated Restoration Time & Outage Communication

Micro-battle Goal

Increased accuracy of Estimated Restoration Time and enhanced outage communications by modernizing the process and optimizing the use of people and tool

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The Big Picture Wins

Improve Default ERTs

Need: Improve the Default ERTs that need revisions (22%), which often happens during after-hours or on weekends.

Solution: Adjust Default ERT algorithm to include after hours and weekend durations.

Value: Improved Default ERTs, promoting less revised ERTs and increasing on-time restoration and customer satisfaction.

Implement Revised ERT Tool

Need: Provide additional method to confirm Default ERTs, revise Default ERTs and update Default & Revised ERTs before expiration.

Solution: Introduce easy-to-use tool for crews.

Value: Increased accuracy of ERTs with more timely information from crews as issues arise.

Responsibility Structure

Need: Enhance oversite on accuracy and frequency of ERTs. Align goals to achieve accuracy and meet customer expectations.

Solution: Provide ERT responsibility options for management approval.

Value: Improved goal accountability and customer satisfaction.

Communication Enhancements

Need: Align communication strategy with customers' expectations for more proactive information about outages. Educate field workers, CCC about outage communications. OCC Enhancements.

Solution: Enhance communications to include outage cause, crew status and ERT. Produce ERT training materials for field workers and CCC.

Value: Improved customer relationships via enhanced communications on outages and storm issues.

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ERT Micro-Battle Successes

Default ERT's

- Fewer ERT revisions sent to customers
- Crews allowed more time to fix
- More on-time restoration

Responsibility

- Single point-of-contact for ERT & outage communications

Linkage

- Identified need to understand the size of the mis-linkage error rate

Improved Customer Satisfaction

Communication

- Updated case notes to improve customer messaging
- Plan for communicating crew status
- Improve ERT awareness

Revised ERT's

- More tech. in the field
- More timely information collected from field

Auto-enrollment

- Plan for investment in opt-in communications model
- Majority auto-enrollment

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Municipal Franchise Fee (MFF)

Municipal Franchise Fee (MFF)

Micro-battle Goal

Streamline the MFF process from initial billing to final state by simplifying procedures, reducing the number of handoffs, and leveraging technology resulting in better customer service with more accurate billing history and information.

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GIS Solution Framework

GIS Solution Summary

The MFF GIS solution will utilize geo-spatial location of premises (GIS Coordinates) provided by CSS and/or transformer coordinates stored in GIS to identify taxing areas.

The MFF taxing area will be determined based on what city or county polygon the point is located in. We are utilizing the US Census Bureau coupled with Core Logic taxing area data to determine the taxing area.

Methodology

- GIS Data Source: Transformer GIS locations & CSS provided GIS point data
- Utilize buffer zones to address inaccuracies with points on the boundaries
- Compare GIS results with CSS results and kick-out discrepancies
- Develop rules based on data analysis

Measures of Success

- Scalable & automatable process that can be used to determine franchise taxing area discrepancies between GIS coordinates and CSS taxing areas
- KPIs: Time, Ease of Automation, External source data cost & reliance, handoffs, number or kickouts & accuracy of findings

Qualitive

- Fewer handoffs
- Less reliance on correctly spelled addresses
- Support for CSS customer linking
- Review of all accounts every year
- Improved customer satisfaction
- No new additional vendors required

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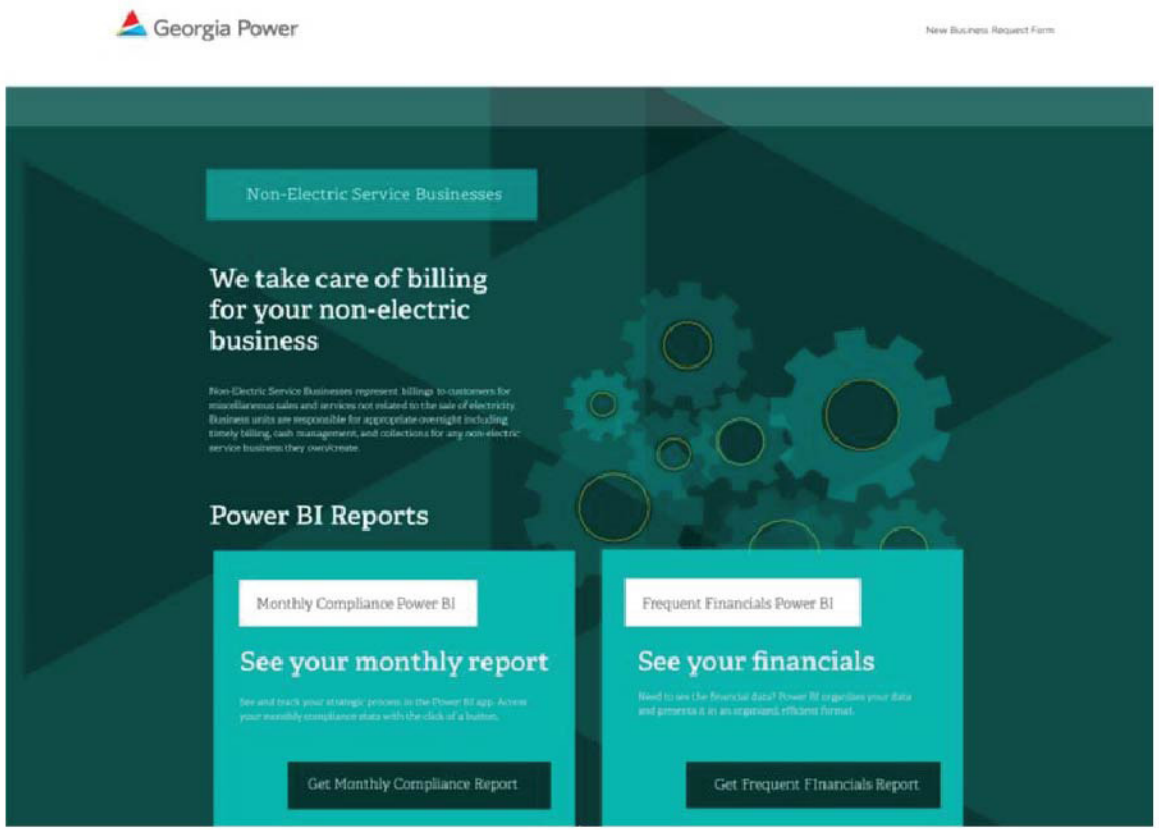
Non-Electric Service Business (NESB)

NESB Overview

Micro-battle Goal: Develop consistent and scalable process to ensure timely and accurate billing, revenue recognition, and recovery and leverage reporting tools for ongoing and effective management review.



NESB's Three Broad Solutions:

- NESB Power BI Reports – Monthly Compliance Report & New NESB Reconciliation Report to support correct accounting in the appropriate reporting period

- New NESB Website – consolidated space for training, job aids, and new electronic new business application

- NESB Support Role – perform oversight and trend analysis; govern quarterly certifications by NESB Owners; provides support and guidance for NESB questions and concerns

Solutions Pilot

- Pilots start in February 2021 – stay tuned for updates!

Expected Value

- Time savings from account setup through monthly reporting
- Increase in Collections effort resulting in a decrease in charge-offs

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Centralized Scheduling

Centralized Scheduling Scope

Micro-battle Goal: Centralize and modernize the field work order scheduling process and dispatch system for distribution to improve resource utilization of Power Delivery field employees and enable more accurate communications with customers.

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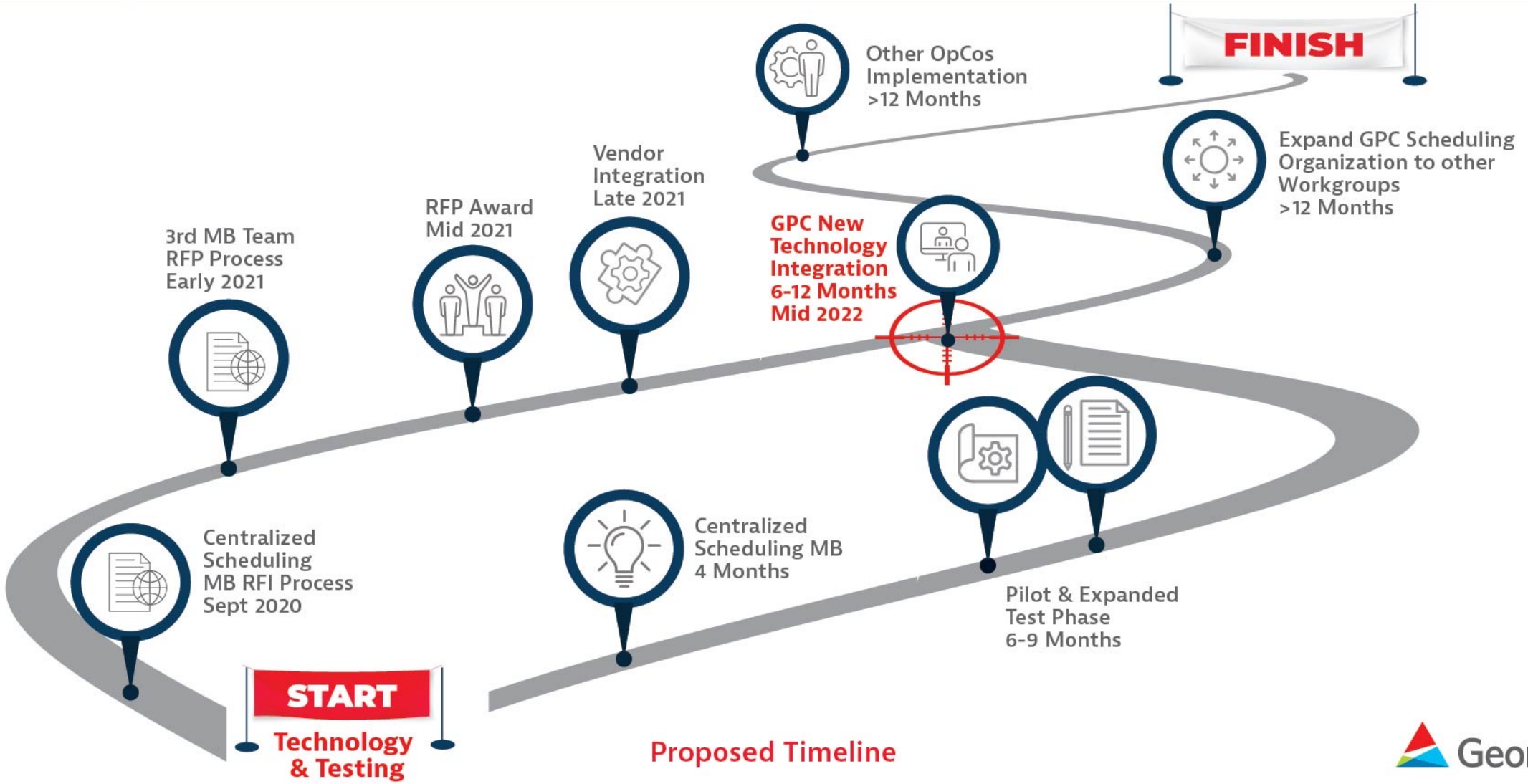

Proposed Timeline

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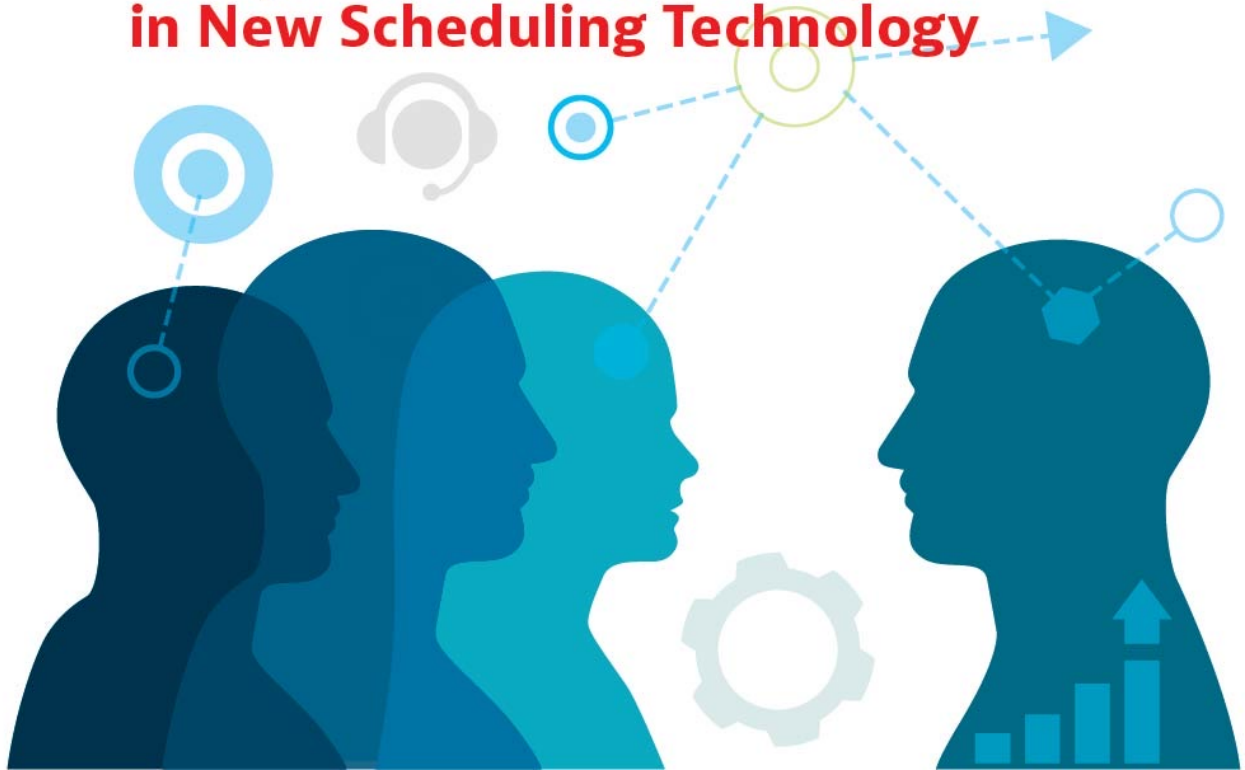
New Technology | Value

$6.5-$9.7M

GPC yearly value investing in New Scheduling Technology



20-30% Gain in Productivity

6 less FTE needed for Scheduling Org.

+ Supply Chain Efficiency Gains

+ added value from prior MB Teams

+ Distribution Supervisor Time Gained

+ 90% increase in Customer Satisfaction

Based off benchmarking with other utilities.

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Wave 6 Micro-battles • Launching mid-January

PD Contracts

Sponsors and RDC Map

- Erin Harris & Justin Harmond
- Jason Manley *(RDC Map)*
- Marleen Metcalf *(Value Partner)*

Micro-battle Goal

- At Georgia Power, we want stronger, more enforceable Power Delivery vendor construction contracts, so that we have better oversight, protection, and more enforceable contract terms.

Philanthropy

Sponsors and RDC Map

- Mike Anderson & Kelley Balkcom
- Tyler Cook *(RDC Map)*
- Tristan Schreck *(Value Partner)*

Micro-battle Goal

- At Georgia Power, we want to have established processes and reporting metrics for GPC donations, so that we can review, enhance, and ensure our corporate giving is consistent with our overall philanthropic strategy and governance structure.

Attorney client privilege/ work product protected – prepared at the request of the General Counsel

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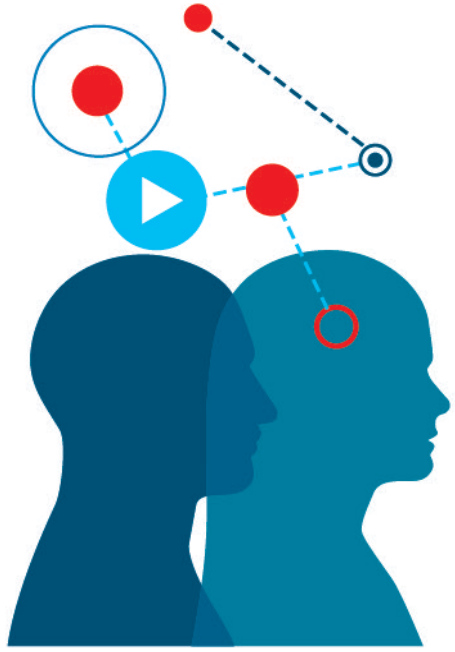
Results Delivery Office Homepage • gpc.southernco.com/citizen/microbattles



Nominate Someone for Micro-battle Participation

Submit Ideas for a Micro-battle

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