

Energy, Resources & Sustainability Utilities

Energy, Resources & Sustainability Services

Oil & Gas

Sustainability &
Resource Productivity

Utilities

The Challenge

Profound changes across the value chains of electricity, gas and water utilities are reshaping the roles of customers, regulators and markets. These changes affect all levels of the value chain, including supply, demand and infrastructure dependencies; demographic shifts; and technology innovation. Within this disruptive context, new opportunities have emerged for utilities to innovate, increase productivity and engage their customers.

Our Services

Point B helps clients across generation, transmission, distribution and regulatory channels anticipate and respond to the increasingly volatile landscape of energy resources, market fluctuations and macroeconomic factors. We offer a range of services to anticipate and adapt to change, build capabilities, improve performance, and help utility clients realize the full power of their investments. Our expertise includes more than 10 years of supporting clients across the utility value chain to address their most critical business and operational challenges. We also leverage deep energy management expertise to accelerate the deployment of emerging technology within utilities and in their customers' environments.

We have a track record of delivering results at the intersection of the business, its operations and its customers. Our capabilities include:

- **Business Technology Services** – We assist clients in setting their technology strategies and realizing the full potential of their technology investments. Our data-driven, agile approach delivers insights and decision support to utilities. Our expertise includes business intelligence, user experience and advanced analytics capabilities.
 - **Marketing & Product Management** – We help utilities translate customer insights into customer strategies that achieve business, regulatory and energy management objectives.
 - **Organizational Effectiveness** – We work with utilities to tackle their most important organizational challenges through superior talent management, leadership development, organizational design and change management.
 - **Resource Productivity** – We help utilities optimize their natural and financial capital and reduce risk through deep environmental management, finance, and supply chain expertise—leveraging lean, Six Sigma, scenario planning, and advanced analytics methodologies.
 - **Project Leadership Services** – We design and lead utilities' most strategic initiatives, ensuring measurable impact and tangible results.
- Venture Advisory Services** – We monitor energy and customer trends to address blind spots and augment due diligence. Our investment expertise helps build business cases that enhance capital investment strategies by identifying and testing market opportunities.

Utilities

The following examples illustrate our work with diverse utility clients across the country:

Offices

Austin
Bay Area
Boston
Chicago
Dallas
Denver
Minneapolis-St. Paul
Phoenix
Portland
Seattle
Southern California

Business Technology Services

A large public utility engaged Point B to serve as an “owner’s agent” in selecting a vendor for a data center migration and to provide advisory services during the new data center commissioning process. At project completion, the client was prepared to initiate the migration with a reduced project risk profile.

Energy Demand Response Technology Pilot Implementation

Point B led the implementation of a Canadian electric utility’s energy demand response and home control hardware, software and services for three distribution utilities. The project included the implementation of platforms to monitor and present energy usage to customers and facilitate demand response events.

Citywide Energy Management Analytics Framework

For a major U.S. electric utility, we defined measurement and verification algorithms for energy efficiency technology and developed a system to acquire, store and analyze energy benchmarking data for the utility’s service area.

Organizational Effectiveness & Change Management

Point B redesigned the customer acquisition organization of a large natural gas utility. We developed change management and communication strategies, supported the development and implementation of a reduction in force, and redesigned processes to support a customer acquisition online portal. The result was a smooth transition to the new organizational structure that supports the online portal.

Operations and Process Improvement

Point B led the redesign of a \$30 million operational process for a U.S. energy provider. We developed organizational and business process redesign, identified job skill requirements, determined performance measures and incentives, managed the reorganization, and restructured and created new job designs.

Project Leadership

When the project management office (PMO) of a large electric and water utility had lost its credibility, we reviewed the situation and showed management that an effective PMO with skilled project leaders could add real value. We built a new team and introduced a project management methodology. After five years, the PMO has grown to a group of 25 that is in high demand throughout the organization to lead its most valuable and visible projects.

Why Point B?

Point B, Inc. helps organizations form, execute, and thrive. With capabilities including Management Consulting, Venture Investment and Advisory, and Property Development, our integrated businesses provide value to the organizations and communities we serve. Our 100 percent employee-owned firm was named a Best Workplace in the United States by *Fortune* magazine, and is regularly honored as an exceptional place to work.