BUSINESS
CONSULTING
SERVICES
Primera

CONSULTING

CONSULTING SOLUTIONS THAT KEEP YOUR BUSINESS MOVING FORWARD

Stakeholder Facilitation & Management

Requirements Gathering

Training Deployment

Benchmarking

Metrics Development & Dashboard Reporting

Communications Management

Data Management

Change Management

Process Mapping & Efficiencies

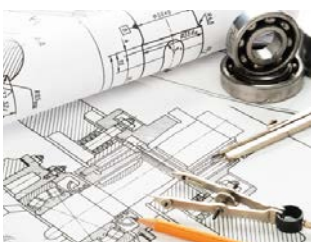
EXPERTISE

CONSULTING EXPERIENCE AND EXPERTISE

Whether providing capital infrastructure planning, portfolio management or project delivery support, Primera's team of experts have 20 years of experience providing business consulting services to Fortune 500 companies, local units of government, state utility commissions, and local utilities.

Quality and client satisfaction are the foundation of our practice. Primera's integrated service offerings are tailored to our clients' needs. Our ability to respond quickly with innovative and budget-sensitive solutions is the key to maintaining a superior level of client service. Our experts rely on operational

DECADES OF UTILITY EXPERIENCE. WE KNOW UTILITY CULTURE.



EMBEDDED IN A FULL-SERVICE ENGINEERING DESIGN FIRM

COST-EFFECTIVE SOLUTIONS COMPARED TO COMPETITION

experience within a variety of dynamic environments to help our clients understand how business intelligence or practical change management can be crucial to their overall success.

Primera's business consulting experts are passionate about solving complex issues. We're a team of quick-learning people focused on building relationships and providing cost-effective solutions. Our innovative team can help you plan for, train, and deploy systems and processes that improve operations and efficiency.

STREETLIGHTS 5
Enabled the business to transform their process to LED, facilitated extensive data mapping, and helped develop a tracking app.

GAS MAPPING [GIS] 7
Provided business services for utility gas operations, asset management and performance departments.

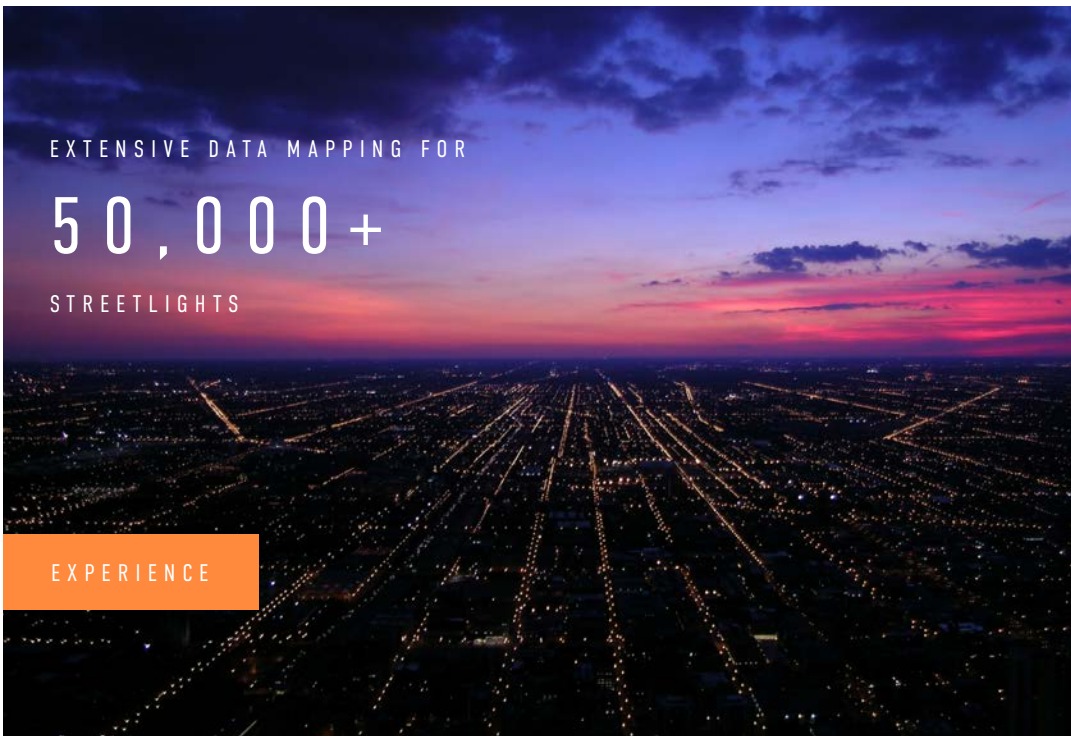
PMO SUPPORT 9
Successfully established several PMOs for executive visibility of program performance.

SOLAR SUPPORT 11
Provided technical expertise to advise on process effectiveness and regulatory alignment.

MEET THE TEAM 13

STREETLIGHTS

SMART LED PROGRAM + BILLING PROCESS & DATA INTEGRITY PROJECTS



SMART LED PROGRAM

Primera facilitated stakeholder groups to understand and map current processes and identify gaps. Our team created business cases to justify process changes and system integration recommendations. We worked closely with an application developer to create a customized mobile app for crews to use for tracking and provisioning smart nodes during smart streetlight program deployment. Our team trained over 400 installers to use the app during installations and maintenance.

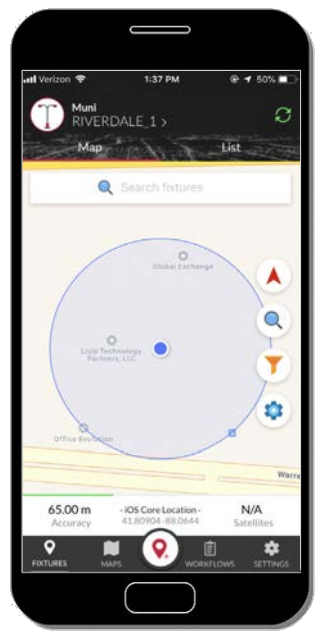
PRIMERA LED

BUSINESS TRANSFORMATION ACTIVITIES

ACROSS EIGHT DEPARTMENTS

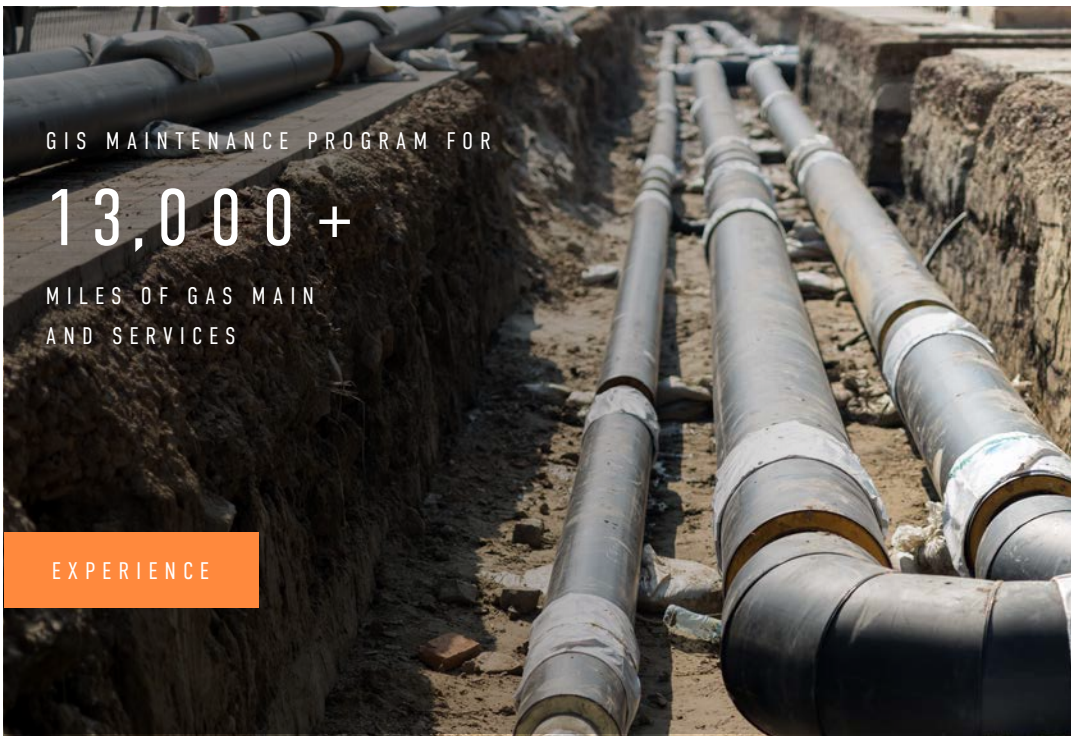
BILLING PROCESS & DATA INTEGRITY

Primera reviews and provides processing and reconciliation of streetlight location data to ensure data integrity before loading into company data systems. Primera is implementing process improvements for data collection, management, billing, and system integration.



GAS MAPPING

UTILITY GAS OPERATIONS & GIS PROGRAMS



PRIMERA CONSULTING SERVICES FACILITATES AND PROVIDES business services for utility gas operations, asset management and performance departments. Projects have included:

- **Business case development** and secured funding supporting Tier 1 first quartile performance metric achievements.
- **Established processes**, staffing and equipment to capture asset locations to higher levels of accuracy and capturing tracking and traceability attributes.
- Championing the **change management** for the utility field and back office resources across shared service departments.
- Supporting safety best practice teams reaching agreement on **process alignments** and executing the change management activities.
- **Supporting key operations initiatives** focused on employee safety, public communication and efficient work execution.
- **Developed and executed training, deployment and inventory plans** equipping 100% of gas operations workforce focused on new business, replacement, operations and maintenance, and inspection activities.

PMO SUPPORT

PROJECT MANAGEMENT OFFICE SUPPORT

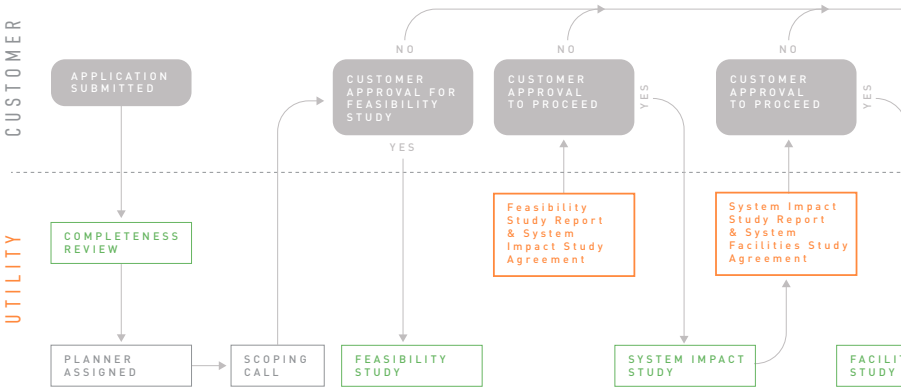
PRIMERA HAS SUCCESSFULLY ESTABLISHED SEVERAL UTILITY PMOs in areas of Program and Portfolio Management, Streetlights, and Distributed Energy Resources. Our approach focuses on executive visibility to program achievements through the use of performance metrics. Our team accomplished the following:

- Developed tools for **increased transparency** around resource requests and resource planning.
- Fostered a **change management** mindset around new initiatives to drive uptick and lasting results.
- Created standard portfolio and program level **performance report templates**, trained the organization in their use, and provided post-implementation support.
- Designed **executive dashboards** with predictive indicators for at-a-glance performance reporting.
- Developed **portfolio risk management practices** including risk identification, prioritization, response planning, and monitoring/reporting.
- Created and deployed a five-module **customized training series** for project managers.

SOLAR SUPPORT

PROGRAM & PROCESS DOCUMENTATION FOR DER INTERCONNECTION

PRIMERA'S TEAM WAS ENGAGED TO AID IN THE CREATION of parent-company level program and process documentation for Distributed Energy Resources (DER) interconnection. The purpose of this documentation is to provide guidelines to efficiently and safely connect DER interconnection projects to each operating company's (OpCOs) distribution system.



Primera assisted the utility in mapping and assessing the interconnection process, and ultimately delivered a series of end-to-end process maps to capture the complete workflow of a customer application from ingestion to project livening.

Primera engaged teams from all OpCOs and stakeholder touchpoints to streamline the process. Responsibilities included: conducting **benchmarking**; gathering requirements from stakeholder groups; tracking and publishing all content; **managing stakeholders** and the schedule of activities; and **championing change management** across the organization as stakeholders welcomed new job functions and adapted to new processes.

OUR TEAM

EXPERTISE & EXPERIENCE TO SOLVE THE MOST COMPLICATED ISSUES

Primera's deep pool of business consulting resources aren't just focused on problem solving, they're passionate about providing solutions that are tailored to each specific client. While our experts travel to customer locations across the country, we believe in providing cost-effective solutions and developing meaningful relationships. To do that, we've expanded our physical presence to regional locations that directly support the needs of our clients.

MELISSA HELPHINGSTINE

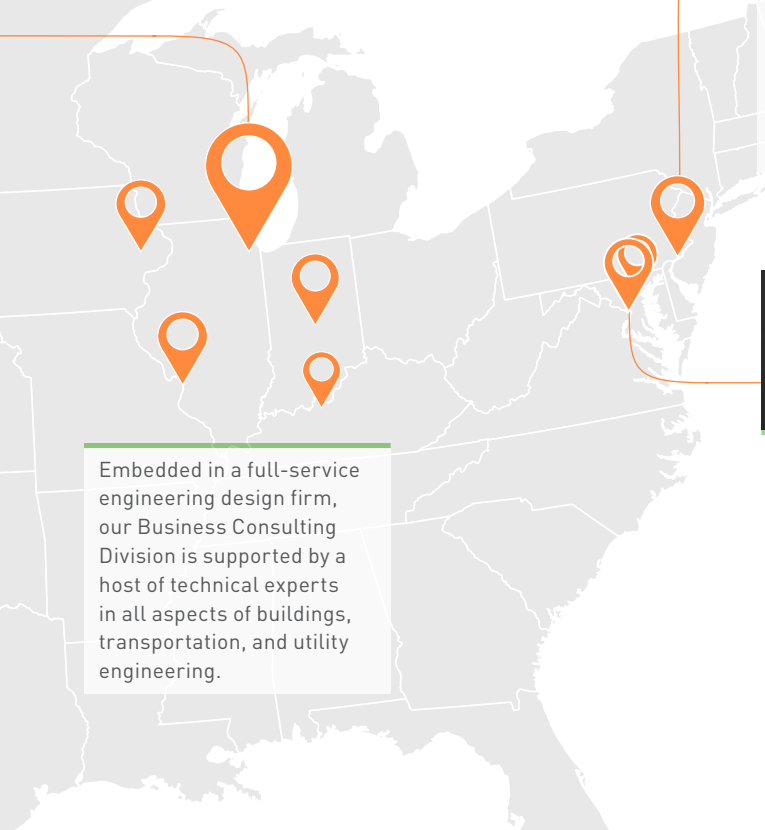
Consulting Group Manager

Melissa leads our Chicago-based team with specialties ranging from metrics development to stakeholder management and training deployment.

MARY O'TOOLE

Consulting Division Manager

With 35+ years in the Utility industry, Mary leads with a focus on buildings and maintaining client relationships across the U.S.



Embedded in a full-service engineering design firm, our Business Consulting Division is supported by a host of technical experts in all aspects of buildings, transportation, and utility engineering.

TRICIA COX

Principal Consultant

Tricia works closely with our Philadelphia-based team and clients with expertise ranging from risk management to GIS and gas mapping solutions.

WEYMOUTH SPENCE, MBA, PMP

Consultant

Based in DC, Weymouth is a program and project management expert with a talent for risk management and process enhancements.

ABOUT PRIMERA

Primera is a full-service, woman-owned engineering design and consulting firm offering a wide range of professional services with a focus in three major areas of expertise: Buildings, Transportation and Utilities.

Founded in 1987, Primera has been a longstanding leader in the engineering industry, with projects ranging from schools and roadways to healthcare facilities and utility infrastructure. With more than 200 professionals from diverse and highly-skilled backgrounds, Primera is committed to dynamic design, innovative technology, and superior service.

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