

Utility cost recovery tracking



The global pandemic has impacted regulated utilities in unprecedented ways. To assist utilities with cost recovery tracking, CGI has built a quick-scaling solution to effectively mine and allocate data for pandemic response costs to assist with the regulatory cost recovery effort.

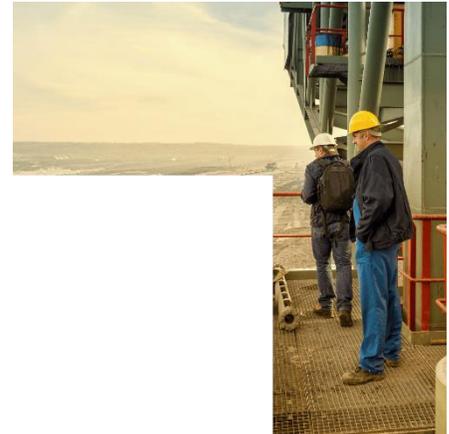
Utility demand from commercial and industrial customers has significantly shifted to residential customers, while utility residential disconnections have been suspended in most states. These conditions, combined with reduced and mobility-constrained workforce, are leaving utilities with a significantly unrecovered cost burden that will negatively impact the financial health of regulated utilities over time. Built on the Salesforce platform, our cost recovery dashboard brings comprehensive, clear views of the utilities' cost recovery landscape.

Rapid deployment for cost recovery tracking

Our full-service solution includes a pre-built cost recovery framework, and focuses on client collaboration and rapid deployment to provide hard-to-access insights and answers for decision-makers, showing executable tracking data within days.

Step 1: Operational analysis

- **Meet with leadership to review utility's approach** for COVID-19 response and understand the immediate tactical plan.
- **Review and align the pre-built cost framework** for operational response to COVID-19 and related revenue losses.
- **Finalize Cost Recovery Framework** and receive sign off.



Built with deep CGI expertise and the agility of the Salesforce platform

CGI's unique position of delivering solutions and services for the utilities industry, paired with our extensive Salesforce implementation expertise means our experts can deliver a fully-integrated customer service solution quickly. With the clarity and flexibility of the Salesforce platform, our energy assistance case management solution brings a simple user interface and streamlined integration experience for quick results. As an experienced Salesforce integration partner, CGI brings global expertise in implementing and optimizing the platform.



Step 2: Dashboard deployment

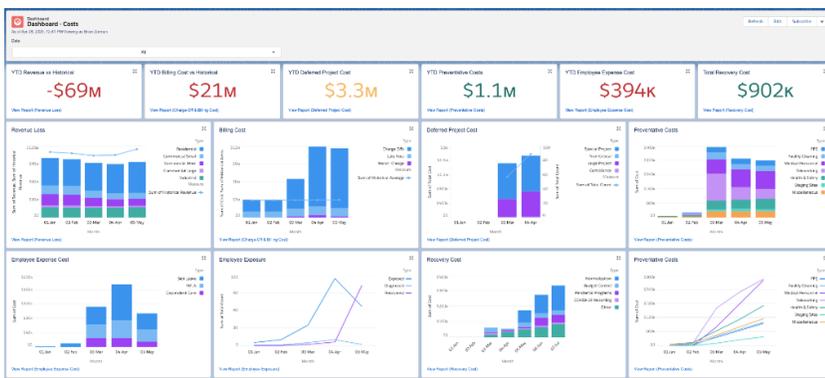
- **Configure and deploy solution** – CGI teams work with your business teams to perform accounting updates, data access and support dashboard metrics for COVID-19 cost recovery.
- **Assess T&D operational model** – We work with your transmission and delivery (T&D) operations to identify what-if scenarios on project prioritization and risk assessment.
- **Assess grid operations model** – We work with T&D network operations to capture costs changes in power flow and load profiles.
- **Obtain sign-off** on configured models from required stakeholders.

Step 3: Forward planning

- **Built cost framework** – CGI teams work with your teams to implement a permanent cost tracking framework for future.
- **Manage emergency events** - We work with your Emergency Event Response teams to develop amended plans to cover similar pandemic events and combine it with mutual-aid and future self and/or regulatory mandated drills.
- **Focus on financial health** – We work with your Rate Case teams to include new and recurring costs that can be added in the future and develop necessary models for resetting rates pre-recovery and post-recovery timelines to assess impact on cost of debt and equity, liquidity and access to capital markets.

How does the dashboard work?

The cost recovery dashboard consists of key data summarized for stakeholder personas across data sources, including revenue loss by territory, resource and logistics costs, government mandates, and deferred compliance efforts.



Cost recovery tracking dashboard example

Information will assist strategy development for modeling a broad range of financial and event scenarios. Utilities leadership teams can leverage this data to inform plans for rapid execution of efforts in future scenarios.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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