



2006-2007

Client Profile

- Electric & Gas Utility
- 5 million Electric Customers
- 4.1 million Gas Customers
- Based in San Francisco, CA

PRES Location Strategies

A Division of PRES Services, LLC
 2430 North Forest Road
 Suite 106
 Getzville, NY 14068
 (716) 633-1370

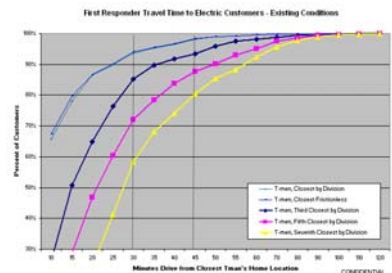
www.pres-services.com
 info@pres-services.com

Prompt Response

Part of PG&E’s overall “Business Transformation” was an analysis of the field operations facilities. Examining the nature, size, and location of these facilities was a planned as a multi-step study to identify whether a fundamentally different approach might better support the work and so better serve the customers.

Since the field operations include those workers who respond to electric and gas emergencies, the first key aspect addressed by PRES Services was the issue of “response time” especially as related to emergencies during periods when crews were not normally scheduled.

The methodology used for this portion of the assignment involved quantifying the response time and identifying the role of the facility locations in determining response time. The current PG&E work processes were modeled for both electric and gas “first responders” and finally the overall process from customer call to problem resolution was examined.



The analysis showed that while journey time can be a significant factor, other issues in the overall process such as dispatch time and material and equipment mobilization - that have no real estate implications - can be equally significant and need to be addressed as part of the overall process. The findings have contributed to PG&E being able to focus on those factors that actually have the greatest impact on response time.

PRES continued work on optimization of the field operations facilities to support the future work processes. Reduction of real estate costs and non-productive time (windshield time) present a \$40-80 million opportunity for the company. Potential benefits of repositioning and renewing the property assets are improved efficiency of the field operations and advancement of corporate objectives for environmental sustainability.

