



Client Profile

- Gas Utility
- 2 million Customers
- Midwestern US

PRES Location Strategies

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Finding The Right Location

A property management company working with the client requested assistance in the analysis of planned facilities reconfigurations associated with servicing its retail customers. Several service centers were aging and significant capital upgrades were anticipated. Company management wanted the assurance that the service facilities were situated in the best possible locations to assure prompt response to customer needs and to minimize the travel time associated with servicing those customers, prior making further capital investments in the existing locations.

A customer distribution analysis was used to evaluate potential locations of these facilities so as to ensure reasonable response time for customer services and effective system maintenance. Proper sizing and design of each service center provided cost-effective facilities that efficiently support company operations.

Results

1. Service Center Study. Retained to identify number of service centers needed to service the one area and the best locations for these service centers. The study recommendations included deferral of a proposed project and reconfiguration of several service centers with a \$2.2M savings.
2. Service Center Location Study. Charged with identifying the best location for a proposed new service center in the southeast part of another service area. In addition to the location for the proposed service center, an additional consolidation was identified with estimated operational savings of \$250,000 plus facilities savings.
3. Statewide Service District Study. Charged with identifying the strategic location(s) for facilities in the rural part of the service area, that provided the best combination of response time and cost. Potential reduction in the total number of facility locations was identified that reduced the company's fixed operating costs, without significantly impacting the quality of service.