

TRANSMISSION AND DISTRIBUTION

Bass & Company
A CSC Company

The basics of the utilities transmission and distribution business remain the same. You are expected to deliver safe and reliable service to your customers — and do it cost effectively. Your challenge today is to also do it in an environment where stakeholders expect continuous improvement and immediate access to information — all while navigating your way through complex environmental regulations, security issues, and your own changing workforce.

We can help you balance the competing demands — and thrive. We work with you to find the right blend of technology, business process refinement, and workforce management to make your assets more productive and your business more efficient. Together, we develop your plan that is tailored to get you where you want to be. From there, you decide how you would like us to participate in implementing the plan and supporting your operations.

What We Offer

- Executive counsel
- Strategic assessment
- Program management
- Business process subject matter expertise
- Business functional architecture
- Performance management
- Technical system architecture
- Litigation and testimony support

Optimize Asset Investment Decisions

In this era of transparency, it's critical that you get the right stakeholders at the table to make the best decisions for allocating limited resources. We help you create a culture where financial, operational, and customer-interest teams can openly share information to better analyze options, assess risk, consider long-range needs, and ultimately make the best asset investment decisions. In addition to tackling the big-picture issues, we help you examine cost-critical specifics, from developing right-sized inspection/repair programs to taking a more disciplined approach to contracting and material procurement.

Invest Wisely In Technology

You need immediate access to information. Not only does it make your organization more effective, but it makes you more valuable to your customers. We help you invest wisely in the right technologies: from IT improvements that empower your internal teams to share information between the office and the field to AMI, GIS, and Smart Grid technologies that allow you to automate operations, quickly respond to customer outages, control end use, and accommodate a range of buying preferences. These same sense-and-respond technologies also help you meet new environmental and security challenges head-on with effective monitoring and reporting.





Win the Loyalty of Your Customers

With the right technologies in place, your customers will find you are easier to do business with — and you'll enjoy better customer relationships as a result. We show you how to improve the customer experience by implementing new IT and data integration solutions. Use them to meet your new service, service change, and restoration of service commitments, or even to give your customers more options, including green energy and energy-efficient delivery — all while enhancing your ability to communicate with customers, regulators, government agencies, and other stakeholders and partners.

Build the Workforce of the Future

Now is a time of change, and your workforce is changing along with it. As your workforce ages, we work with you to identify key opportunities, like blending the best talents of systems-experienced older employees and tech-savvy younger employees. When it's time to build the workforce of the future, we can assist on a variety of fronts, from recruiting and training top talent to revitalizing your internal work culture. We guide your efforts to improve internal safety and awareness practices through the right training, monitoring, equipment selection, and information sharing. And we'll help you create an exciting workplace that promotes efficiency, personal growth, and job advancement. At the end of the day, it's about working smarter. We are experts at analyzing workforce strengths and weaknesses, determining core competencies to keep in-house, and developing vendor alliances to outsource non-core services.

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

CSC

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EVERY UTILITY COMPANY HAS SIMILAR ASSETS. THE DIFFERENTIATOR IS HOW THEY PERFORM.

Why CSC

To each relationship — whether new or existing — we bring knowledge, innovation, and lessons learned. Our experience, coupled with our know-how and dedication, enables us to cut through the clutter and identify the best solution for your situation — saving you time, money, and costly mistakes. This is what our clients tell us, and is why year after year, more than half of our business comes from repeat clients. Chances are, we've already been where you're about to go.

To learn more about CSC's Utility industry expertise, visit www.csc.com/utilities, or contact us at 800.272.0018 or poweryourperformance@csc.com.