



STAR Case Study: CPUC Audit Inspection Data Automation: Revolutionizing SCE's Audit Preparation Process

Client: Verdieu St Fleur, Southern California Edison (SCE)

Background: Southern California Edison (SCE) faces monthly audits by the California Public Utilities Commission (CPUC) on their inspections, with one region audited each month. The audit process involved significant manual effort, taking up to two weeks to provide the requested data. SCE utilized SAS Enterprise Guide for querying data from SAP, followed by extensive quality control (QA/QC) processes to ensure compliance with CPUC requirements. Recognizing the need to streamline this labor-intensive process, Verdieu St Fleur, an innovator within SCE, proposed the idea of creating a CPUC Audit Inspection Data Automation solution. With approval from his manager, he assembled a team of experts, including SAS Coding Experts, Coordinators for AGP/UDI/ODI, Notifications Coordinator, and a Consultant Expert.

Objective: The primary objective of the CPUC Audit Inspection Data Automation project was to drastically reduce the time and effort required to prepare inspection data for CPUC audits. The project aimed to achieve the following goals:

1. **Automate Data Extraction:** Develop automated processes to extract inspection data efficiently.
2. **Enhance Data Quality:** Implement rigorous QA/QC measures to ensure data accuracy and completeness.
3. **Create a Dashboard:** Develop a dashboard on SAS ViYA for improved data visualization.
4. **Optimize Coding:** Create efficient SAS code to handle data for AGP, ODI, and UDI inspections.
5. **Streamline Notification Handling:** Integrate notifications data into the dashboard for comprehensive reporting.
6. **Simplify Documentation:** Document the project thoroughly for future reference.

Action: The project was broken down into six phases:

Phase 1: Dashboard Prototype and Data Marts

- Create a dashboard prototype on SAS ViYA.
- Develop AGP, ODI, and UDI Data Marts.

Phase 2: AGP Inspection Coding

- Create SAS code for AGP inspections.
- Conduct AGP coding working sessions.
- Establish metrics for current and last inspections, inspection due dates, on-time status, and days until due.

Phase 3: UDI Inspection Coding

- Create SAS code for UDI inspections.
- Conduct UDI coding working sessions.
- Establish UDI inspection metrics.

Phase 4: ODI Inspection Coding

- Create SAS code for ODI inspections.
- Conduct ODI coding working sessions.
- Establish ODI inspection metrics.

Phase 5: Notification Integration

- Add the notification portion to the dashboard.
- Handle notification data, including completion dates, status, and CPUC audit-related flags.

Phase 6: Project Documentation

- Thoroughly document the project for future reference and maintenance.

Result: The implementation of the CPUC Audit Inspection Data Automation solution yielded significant results:

- **Efficiency Gains:** The process of providing inspection data for CPUC audits was reduced from two to three hours, down from the previous two-week effort.
- **Streamlined Workflow:** The new process automated data extraction, dashboard utilization, and data quality control, simplifying and accelerating the process.
- **Improved Data Accuracy:** Rigorous QA/QC measures were integrated to enhance data accuracy, reducing the risk of errors and discrepancies.
- **Automated Data Run:** Data is now automated and runs daily at 4:00 AM, ensuring up-to-date information for auditors and Managements.

- **Enhanced Reporting:** The SAS Visualization dashboard allows for easy filtering and export of district-specific data, simplifying audit preparation.
- **Simplified Audit Data Delivery:** Audit data is now readily available and easily sent to the Compliance department and auditors, streamlining the audit process.

Key Benefits:

The implementation of the CPUC Audit Inspection Data Automation solution brought forth several key benefits for Southern California Edison (SCE):

1. **Centralized Source of Truth:** By automating the data extraction and validation process, SCE now has a centralized and validated repository of inspection data. This serves as the single source of truth for CPUC audits, ensuring data consistency and accuracy.
2. **Workload Reduction:** The solution significantly reduced the workload required for audit preparation, decreasing the involvement of three personnel to just one. This operational efficiency allows SCE to allocate resources more effectively.
3. **Enhanced Data Filtering and Export:** The dashboard's ability to filter data by date and district, coupled with the ease of data export, streamlines the process of providing information to CPUC. SCE can efficiently respond to audit requests with relevant and accurate data.
4. **Proactive Identification of Late Inspections:** The dashboard provides visibility into late inspections before the audit, allowing SCE to take proactive measures to address any compliance issues and avoid potential penalties.
5. **Informed Decision-Making:** With a comprehensive visualization dashboard and accurate data at their fingertips, SCE's decision-makers can make more informed choices regarding inspection processes, compliance strategies, and resource allocation.
6. **Improved Compliance:** The solution enhances SCE's ability to meet compliance requirements by providing better control over data and instilling confidence in data accuracy. This, in turn, reduces the risk of compliance-related issues.

The CPUC Audit Inspection Data Automation project not only reduced the time and effort required for audit preparation but also improved data accuracy, ensuring SCE's compliance with CPUC requirements. This innovative solution represents a significant advancement in the efficiency and effectiveness of SCE's audit processes, empowering the organization with data-driven insights and improved compliance management. It marks a substantial stride toward operational efficiency and unwavering regulatory adherence.