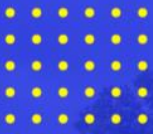


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STAR CASE STUDY



Streamlining CPUC Compliance: A Centralized Reporting Solution at Southern California Edison (SCE)

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

Background (B):

Southern California Edison (SCE) is a prominent utility company serving millions of customers in California. Compliance with the California Public Utilities Commission (CPUC) is paramount to ensure the safety and reliability of SCE's services. CPUC mandated strict regulations regarding E1P2 (E1=repair, P2=Priority 2) Past due Notifications. These regulations required SCE to accurately document and report E1P2 Past due Notifications on time. However, SCE encountered significant challenges as the reporting process was fragmented, with different workgroups maintaining their own records. This fragmented approach not only hindered compliance but also created data discrepancies and inefficiencies within the organization.

Objective (O):

The primary objective of this initiative was to establish a centralized reporting system that could streamline the documentation process for E1P2 Past due Notifications and ensure rigorous compliance with CPUC requirements. SCE aimed to create a unified reporting source that would eliminate data discrepancies, enhance data accuracy, and improve accessibility for stakeholders. By achieving this objective, SCE aimed to strengthen its regulatory compliance, minimize the risk of penalties, and optimize operational efficiency in managing E1P2 Past due Notifications.

Situation (S):

At Southern California Edison (SCE), compliance with the California Public Utilities Commission (CPUC) was critical. CPUC mandated that all E1P2 (E1=repair, P2=Priority 2) Past due Notifications be documented accurately and on time. However, SCE faced challenges as reporting was fragmented, with each workgroup maintaining its own records.

Task (T):

The task at hand was to develop a centralized reporting source that could streamline the documentation process for E1P2 Past due Notifications and ensure compliance with CPUC requirements.

Action (A):

Verdieu St Fleur took the following actions to address this challenge:

- **Identified Stakeholders:** Identified key stakeholders within SCE who were responsible for E1P2 Notifications.
- **Collected Business Requirements:** Collaborated with stakeholders to collect detailed business requirements for the centralized reporting solution.
- **Identified Risks:** Conducted a risk assessment to identify potential obstacles and developed a mitigation plan to address them.
- **Established Communication Plan:** Developed a communication plan to ensure that all relevant parties were informed about the new reporting process.
- **Created Issue Tracking Tools:** Developed tools to track and manage issues related to E1P2 Notifications.
- **Developed Enhancement Tools and Processes:** Created tools and processes to enhance the documentation and reporting of E1P2 Past due Notifications.

Result (R):

The outcome of Verdieu St Fleur's efforts was the successful development of a comprehensive reporting solution. This solution included:

- **Single MS Access Database:** Developed a centralized MS Access database where stakeholders from different workgroups could input data regarding Repair Notifications.
- **Power BI Dashboard:** Designed a Power BI dashboard for reporting, providing stakeholders with a visual representation of E1P2 Notifications data.
- **SAS Query:** Utilized SAS Enterprise Guide to extract E1P2 Notifications data from SAP, ensuring accuracy and consistency in the data.
- **Microsoft Access Database:** Created a user-friendly Microsoft Access database for regions and stakeholders to input their documentation for Repair Notifications.
- **Power BI Report and Visualization:** Developed Power BI reports and visualizations that allowed stakeholders to access and analyze E1P2 Notifications data effectively.
- **Global View:** Implemented a global view of all Repair Notifications, enabling stakeholders to filter data by region, district, and functional location.

Verdieu St Fleur's actions resulted in a centralized and efficient reporting system that not only ensured compliance with CPUC requirements but also improved data accuracy and accessibility for all

stakeholders at SCE. This initiative streamlined the documentation process, making it easier for teams to input, track, and report on E1P2 Notifications, ultimately enhancing operational efficiency and regulatory compliance.