

UTC and The Shpigler Group Release Study on Utility Shared Services

WASHINGTON, DC, November 18, 2002 - Shared Services is a complex, dynamic, and extremely important area of operations within utility businesses. Shared services represent a significant source of service to utility business units, as well as cost to the parent utility. Additionally, due to increasing pressures in the industry to cut costs and provide better service to the business units, shared services organizations are being pushed to reduce costs, improve SLAs, and provide better service options for telecom and IT services. These issues, as well as concerns about organizational trends, cost implications, and allocation methods require detailed understanding on the part of utilities of their options and their operations.

In order to support utilities in their address of these shared service topics, UTC and The Shpigler Group are pleased to offer a new UTC syndicated research project – The UTC Utility Shared Services Project. The goal of this project will be to develop a deep understanding of key issues involved in the shared services arena – the services that are offered, forward-going trends, costs of service delivery, cost allocation methodologies, associated financial implications, and service quality issues.

If you have additional questions or need more information, contact Beth Griffiths, Director of Research at UTC at (202) 833-6818 or email at beth.griffiths@utc.org.

The United Telecom Council (UTC) is the telecommunications and information technology trade association for all critical infrastructure organizations, including electric, gas, and water utilities, oil and gas exploration and transportation businesses and their technology partners. Founded in 1948, UTC is a strong federation representing over 10,000 organizations worldwide, as well as virtually every community in North America. UTC's mission is to create a favorable business, regulatory, and technical environment in which its members and stakeholders will succeed. UTC pursues this goal through a variety of advocacy, regulatory, technology, information, and education programs.

The Shpigler Group is a strategy management consulting firm focused on the telecommunications and technology sector. The Shpigler Group works with utilities, municipalities, telecom service providers, and infrastructure and technology developers. For these clients, The Shpigler Group works to solve complex issues involving strategic assessment, market analysis, business case development, economic evaluation of network design, and competitive and partnership assessment. For more information about the firm, visit the company website at www.shpigler.com.

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