

The Shpigler Group and UTC to Issue Research Project to Study Utility Shared Services' Impact and Implications on Utility Holding Companies

WASHINGTON, DC, September 3, 2002 - The United Telecom Council (UTC) is pleased to announce the launch of a complex research project examining the organizational trends, cost implications, and allocation methods of utility shared services, 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 require a 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 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.

"Shared services play an integral role inside a utility holding company," said UTC Director of Research Beth Griffiths. "This project will help utilities benchmark their costs, and compare their own challenges and means of resolving them with the experiences of the industry at large."

Participation in the development phase is currently being solicited from utility companies. The benefits of contributing in this syndicated research study include interfacing with the consultant throughout the process, receiving an interim readout of the information gathered, and insuring that the specific issues relevant to individual companies are being addressed. Additional information on the project, as well as information on the development phase is available off the UTC web site, www.utc.org. The completed report will be available for purchase in October.

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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