

# BPM for Utilities

## Delivering BPM Group Training to the Utilities Industry



At BPMInstitute.org, we understand the challenges that many utility sector companies face today. Our clients have used our Business Process Management (BPM) approach to improve business processes such as:

- New Installations
- Service Restoration
- Billing
- Meter Management
- Inquiry/Complaint Handling

### Regulation has Made Change a Constant

Recently, due to increasing regulation, change has become a constant for the utilities sector. Utility companies need to explore new ways to redefine the customer experience and transform their operating models and business processes to address regulatory, market and cost pressures. BPM can help electric, gas, and water utilities with initiatives, including: smart meter management, billing transformation, outage management, and regulatory compliance.

### A New Mindset is Needed

Busting silos is essential to improving customer experience, reducing operating costs, and introducing new business models in the utilities sector. This involves a process based view of performance and increased focus on cross functional collaboration.

BPM principles and practices represent a viable alternative. BPMInstitute.org has offered a comprehensive BPM curriculum since 2003.

The application of BPM principles and tools has the capability to create an end-to-end environment that provides insight on a range of factors including improving customer experience, reducing operating costs, regulatory compliance, and introducing new business models. Utilities who chose to deploy BPM can overcome challenges in processes such as:

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- Installation
- Outage restoration
- Smart meter grid

BPM is a mature discipline and has been adopted by many utilities looking to improve the efficiency of their operations.

**We have helped dozens of companies in the utility sector train their BPM groups.**

- [Schedule a Consultation](#)
- Call Us at: 855-304-8444
- Learn More at [BPMInstitute.org/group-training](https://BPMInstitute.org/group-training)

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