



## BEST INNOVATIVE UTILITY ANALYTICS TEAM

This award recognizes teams that have set and achieved the highest standards of excellence in utility analytics for problem solving in innovative ways and takes the time to instill that culture in their employees. Nominees must demonstrate how their organization best leverages its analytics staff, practices and approaches, and technology to drive innovation to accomplish strategic business objectives. They must be able to show how well new approaches and/or technology are defined and executed or improved to create innovative solutions/uses cases or innovative approaches to problems. Judging is based on the following elements:

- Clear vision, mission, and strategy for the analytics team, and alignment with the business' goals and strategy, plus a thoughtful and strategic philosophy around analytics
- Examples of NEW approaches and technology executions and/or IMPROVEMENTS to practices and technology that lead to one of the following innovation solution(s)/use case(s):
  - A favorable outcome, like a high return on investment (ROI), improved efficiency/reliability/sustainability, increased safety, reduction in risk, etc.
  - A new/innovative approach to an old or common problem
- Evidence of a strategic methodology for measuring and communicating a successful analytics program to employees, management, and other key stakeholders within the utility
- Evidence of effective coaching, training, and ongoing development of staff for integration of an innovative analytics initiative within the organization
- High employee engagement and satisfaction, and representation of teamwork
- Evidence of a strategic approach to managing cost reduction, reliability, and customer engagement using analytics
- Before-and-after evidence of the business impact of the organization's innovative analytics initiative

Each year at Utility Analytics Week, UAI publicly recognizes the finalists and honors the winner, acknowledging their performance.

## APPLICATION REQUIREMENTS

### Eligibility

The person(s) submitting the nomination must belong to a UAI member organization. By submitting a completed application, applicant(s) grant UAI the right to publish the application and the video, or any portion thereof, as a means of sharing the applicant's story with the industry and promoting UAI's products and services.

Any organization, team, or department working on utility analytics can apply or be nominated for the UAI Best Innovative Utility Analytics Team award.

A maximum number of three (3) nominations can be submitted by the member organization for this award. Each nomination must be submitted as a separate application. To apply or nominate an organization or team for this award, please submit a nomination via the [online form](#).



**It is highly recommended that you collect and write out the answers to the questions on the application prior to submitting via the online form. Once on the online form, you must enter the answers to each question and submit within the same session.**

Submissions must be received by UAI by the deadline. Deadlines can change each year. Please review the UAI Excellence Award Nomination Toolkit at <http://www.utilityanalytics.com/Awards> for the current year's deadline.

### **Submission**

Each applicant is required to submit written responses as outlined below. Finalists of this award will submit one video: the virtual tour (Section 3 below within The Application). To further clarify instructions or for additional questions, contact UAI at [Info@UtilityAnalytics.com](mailto:Info@UtilityAnalytics.com).

Winners in this category from the past **two** award cycles are ineligible for consideration in the current cycle.

## **THE APPLICATION**

Your application, which will become a case study if your organization or team is an award finalist, must contain the following information. Answer each question, in the order provided, with clear, concise, and thorough responses. Please understand that *the quality of the application counts*. If any sections are missing or if your application is poorly written, incomplete, confusing, or inaccurate, points will be deducted from your submission. To facilitate the judging process, please list each of the application points with your detailed response and state precisely how your organization or team met or exceeded its stated goals and expectations in each of the categories. Also, review the judging criteria below to ensure you are including the items the judges will be evaluating in each category.

### **1. Organization Description**

#### **a. Company Information**

- i. Company or organization name
- ii. Department or utility analytics organization name
- iii. Mailing address, city, state/province, country
- iv. Contact(s): if there is more than one contact for this application, please provide the following information for each contact.
  1. Name
  2. Title
  3. Phone Number
  4. Email address
  5. Role in your organization

#### **b. Company Overview**

- i. Describe the scope of the organization
  1. Utility Service Type(s) (Electric, Gas, Water, etc.)
  2. Utility Type (Government owned, IOU, member-owned)



3. Size of Utility by Number of Employees
    4. Number of Utility Customers
    5. Number of Meters
    6. Geographic region(s) served
    7. Any other pertinent information about your organization that you feel is relevant to describe your scope
  - ii. An overview of your organization, including: (max 1000 words)
    1. Your organization's vision, mission, business goals, and strategy.
    2. Your utility analytics team's vision, mission, goals, and strategy.
    3. Describe how your team's vision, mission, goals, and strategy align with the overall business' goals and strategy.
    4. Describe your team's philosophy around analytics.
  - iii. An introduction of your team and organizational structure
  - iv. A legal and/or marketing-approved boilerplate about your organization
  - v. A high-resolution company logo (EPS format preferred)
2. **People, Practices/Approaches, Technology, Communication, and Customer Engagement/Experience** (*Remember to provide specific examples and evidence when describing the items in your answers for the below sub-sections!*)
  - a. Describe your approaches and technology, and how they are executed and/or improved, to develop innovative solutions/use cases that resulted in one of the following (max 1000 words):
    - i. A favorable outcome, like high return on investment (ROI), improved efficiency/reliability/sustainability, increased safety, reduction in risk, etc.
    - ii. A new and innovative approach to an old or common problem
  - b. Describe your methodology for measuring and communicating a successful analytics program to employees, management, and other key stakeholders. Explain the approach, the measurement, the scoring, and the reporting. Include a reference to the metrics that are a component of the program. (max 1000 words)
  - c. Describe how your organization effectively coaches, trains, and/or provides ongoing development of staff for a successful integration of an analytics initiative within the utility. Describe how you promote and measure employee engagement and share evidence of success. How is teamwork encouraged? How does management show support for your team and its performance? Provide metrics to support your examples. (max 1000 words)
  - d. How is the measurement of cost reduction, reliability, and customer engagement and/or experience using analytics reported on and communicated to the rest of the organization and to the customers (e.g., via marketing, sales, direct communication, etc.)? (max 1000 words)
  - e. Are you able to provide before-and-after evidence of the business impact of the organization's analytics initiative(s)? If yes, please describe and share at least one example of the before-and-after evidence. (max 1000 words)
  - f. Supporting Documentation: Upload any documentation (metrics, testimonials, etc.) that you feel would support this nomination. If you have more than one file to upload, please zip the files and upload them into the nomination form. (**Not required**)



**3. Virtual Tour – Only required by finalists. Once you have been notified that you are a finalist, someone from the UAI staff will reach out to coordinate the submission of this video.**

- a. Submit a 30-second video taking the judges on a quick tour of your organization. Quickly help the judges learn about your organization/team and how you are using analytics in innovative ways. This video will also be used to introduce you as a finalist at the UAI Utility Analytics Week conference if your team is selected as a finalist
- b. If your files exceed 25MB, use the secure file transfer service of your choice and send your file to [Info@UtilityAnalytics.com](mailto:Info@UtilityAnalytics.com) with the award name and company name in the subject line.

*By submitting these materials, you grant UAI permission to reproduce selected screen shots and text from the application as part of the award ceremony during UAI's Utility Analytics Week conference.*

Best of luck to all candidates!

## **JUDGING PROCESS AND CRITERIA**

After the application window closes, a panel of judges will be asked to evaluate each application based on the following criteria.

The judging process involves two phases:

- Phase 1: Content
- Phase 2: Personal Interview

The judges' scores in the first phase will be collected and averaged by UAI to identify the finalists for the second phase of judging.

### ***Phase 1 Measures***

- 5% - Overall quality of the application
- 10% - Nominees ability to show the utility analytics team's vision, mission, strategy, and analytics philosophy and their alignment with the overall business' goals and strategy
- 20% - Nominees ability to provide clear and concise examples of NEW approaches and technology executions and/or IMPROVEMENTS to approaches and technology that lead to one of the following innovative solutions/use cases:
  - A favorable outcome, like a high return on investment (ROI), improved efficiency/reliability/sustainability, increased safety, reduction in risk, etc.
  - A new/innovative approach to an old or common problem
- 10% - Nominees ability to show evidence of a strategic methodology for measuring and communicating a successful analytics program to employees, management, and other key stakeholders within the utility
- 10% - Nominees ability to show evidence of effective coaching, training, and ongoing development of staff for integration of an innovative analytics initiative within the organization



- 10% - Nominees ability to show high employee engagement and satisfaction, and representation of teamwork
- 15% - Nominees ability to show evidence of a strategic approach to managing cost reduction, reliability, and customer engagement and/or experience using analytics
- 15% - Nominees ability to show before-and-after evidence of the business impact of the organization's innovative analytics initiative

***Phase 1 Criteria – Judges will consider:***

- The overall quality of the award application itself
- Information in the application indicates that, in general, the applicant organization or team can be considered well above average
- The extent to which the applicant's utility analytics team or organization's vision, mission, strategy and analytics philosophy aligns with the organization's as a whole
- The extent to which the applicant's examples of NEW approaches and technology executions and/or IMPROVEMENTS to approaches and technology show they lead to one of the following innovative solution(s)/use cases(s):
  - A favorable outcome, like a high return on investment (ROI), improved efficiency/reliability/sustainability, increased safety, reduction in risk, etc.
  - A new/innovative approach to an old or common problem
- The extent to which the applicant can show evidence of a strategic methodology for measuring and communicating a successful analytics program to employees, management, and other key stakeholders within the utility
- The extent to which the applicant can show evidence of effective coaching, training, and ongoing development of staff for integration of an innovative analytics initiative within the organization
- The extent to which the applicant can show high employee engagement and satisfaction, and representation of teamwork
- The extent to which the applicant can show evidence of a strategic approach to managing cost reduction, reliability, and customer engagement and/or experience using analytics
- The extent to which the applicant can show before-and-after evidence of the business impact of the organization's innovative analytics initiative

***Phase 2 Criteria***

The finalists will be invited to sit for a live interview held via a modern digital conferencing tool with a panel of judges prior to the Utility Analytics Week conference. No more than three (3) representatives from each finalist organization will be permitted to participate in the interview.

UAI will provide a complimentary Utility Analytics Week conference registration for one representative from each of the finalist organizations. Finalist representatives must cover their own hotel and travel expenses.

Each judge will receive a copy of the application for each finalist, without the scores from the Phase 1 judges, and a list of sample questions, which they can augment with their own questions. The interviews will last no longer than twenty minutes each. After all the interviews have been completed, the judges will then deliberate and select a winner from their respective categories.



## **FINALIST AND WINNER RECOGNITION**

All finalists will receive a framed certificate to acknowledge their achievement. The framed certificates will be presented to the finalists at the Utility Analytics Week conference.

The finalists will be recognized, and the winner announced during the UAI awards ceremony that will take place during the Utility Analytics Week conference. The winner will receive a crystal award engraved with the name of the award and year.

Case studies based on the finalists' applications will be published and promoted after the event, because sharing the experiences and successes of leading organizations makes our community stronger.

**To apply or nominate an organization or team for this award, please submit a nomination via the [online form](#).**

Please send any questions about this award or other UAI awards to [Info@UtilityAnalytics.com](mailto:Info@UtilityAnalytics.com).