



INSIGHTS

RETIREMENT TURNOVER CHALLENGES BECOME AN OPPORTUNITY

The utility industry is facing the retirement of critical portions of service force personnel. This significant shift will be a big issue for energy and utility companies. Yet, as HR and operating executives struggle to address the challenge, BREA sees an opportunity to reset old thinking on space, freeing up capital and preparing for the different needs of mobile, outsourced or resources from the Gen X, Y and Millennium workforces.

The Problem: 50% of *Technical Expertise is Going Out the Door** According to a 2009 PWC survey, over 50% of utility company service technicians will be of retirement age over the next three years. And, companies may have to take new strategies to fill the gaps. Whether you're considering outsourcing services, recruiting and training a younger work force, or leveraging intelligent networks to reduce demand for expertise, real estate assets must be considered. Where you locate your facilities effects employee and customer satisfaction alike. Employees want to minimize drive time and fuel costs and customers want a highly responsive service provider.

The Opportunity: Fund Your Transition by Re-Aligning Real Estate. Take advantage of the current real estate markets where prices are low, concessions are high and every lease is renegotiable. Realignment doesn't have to be a costly exercise with significant capital outlays. On the contrary, missing this market opportunity will cost your company 10's of millions in real estate lease costs that are too high, in carrying excess space and in operating inefficiencies.

What BREA Can Do For You: By utilizing our three phased approach—service management, human capital and real estate-- we can unlock between \$70 and \$100M in six to eighteen months, like we have for other clients. After we understand your service management, human capital and real estate drivers, we'll provide comprehensive analytics and multiple scenarios that integrate these functions and that will ultimately result in a real estate strategy that facilitates you company's ability to meet its objectives.

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