

## Facility Metrics for Utility Companies

*Utility organizations have a wide variety of facilities, some unique to the industry, some typical commercial properties, some critical for infrastructure management, and some that support geographically local operations. Most need to be reliable for 24x7x365 operations.*

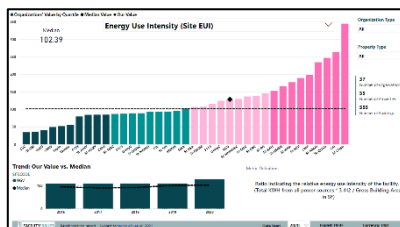
While facility metrics are useful for all organizations to manage and plan their physical plant, they can be especially useful for utility facility management due to the need to balance asset reliability and cost management in a regulated environment along with other facility management issues.

### Utility Facilities Benchmarking Programs

Facility Issues provides benchmarking services and facility metrics/analysis services for those who manage Utility Facilities. This benchmarking group was developed for the [Utilities Council of IFMA](#) with participation open to all those who manage investor-owned, government, municipal, and co-op utility facilities.

Benchmarking may be the simplest way to establish a baseline and document how your metrics compare with other leading utilities, whether you self-perform or outsource your facility management services. Our participants use the results to demonstrate responsible performance to regulators, identify opportunities for potential improvement, and as a basis for establishing appropriate space forecasts, budgets, and staffing forecasts.

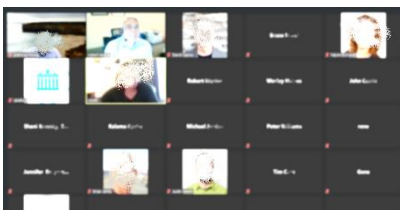
### Benchmarking Metrics and Reporting



The annual benchmarking program has been ongoing and expanding for the past 20 years. Benchmarking metrics address the full range of facility attributes including space, operating costs, energy use, sustainability, facility condition, and more. Facility operations are also benchmarked, including staffing, practices, and technology. Multi-year results are available in the interactive reporting.

See different program options at: <https://facilityissues.com/utilities/>

### Monthly Shared Practice Meetings & Regional Networking Meetings

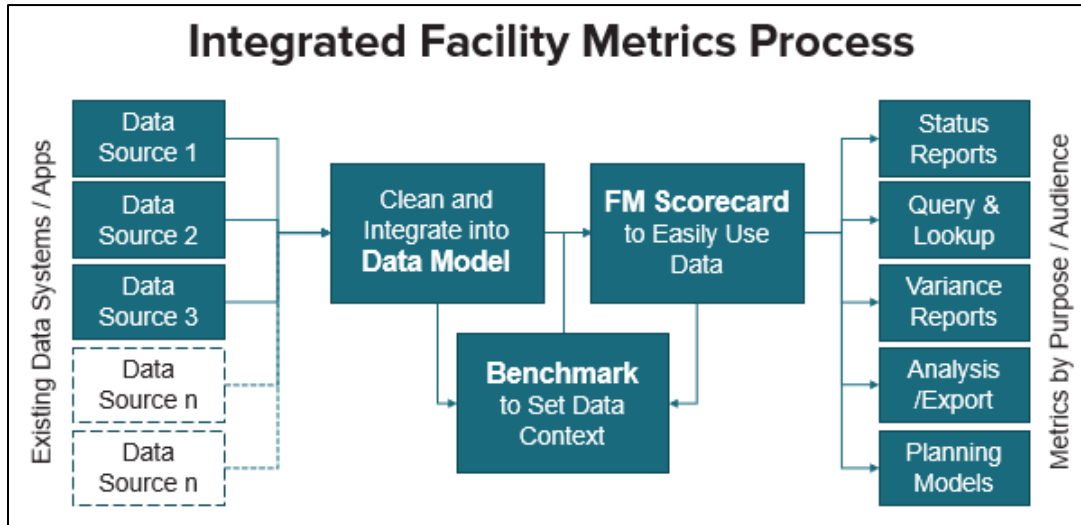


Equally valuable as the metrics is the ability to discuss “best practices” with Facility Managers from other utility organizations. In 2023 we anticipate the return of the on-site regional eastern & western utility group meetings. In the meantime, the monthly online Shared Practice meetings will continue on topics of interest to participants. These meetings are included with all benchmarking programs.

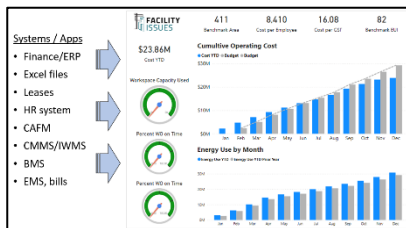


### Facilities Data Model & Scorecard Services

Facility Issues supports an integrated approach to facility metrics that draws on the wide range of data every organization has available, integrates it for cross-functional use, employs benchmarking to set context for values (good/bad), and presents the metrics in an interactive scorecard for management and planning use.



### Beyond Benchmarking → Facility Metrics & Scorecard



Use the same tools and approach to develop a custom facility scorecard that goes beyond benchmarking to integrate all your facility data in a data model. Update of the model can be automated or use templates that take just minutes to update. Draw on your information from desktop or mobile with an easy to use scorecard. Custom setup can include KPIs, variance reports, ad-hoc queries, and forecasts. Read more: <https://facilityissues.com/facility-metrics-scorecards/>

### Consulting / Custom Support Services

Because of the increasing importance of data for facility management and planning, and the staffing challenges at many organizations, Facility Issues provides additional services to help you compile your benchmarking data, review the report, and provide other “analyst as a service” support.

### Contact Us for More Information

[Sign up for periodic email updates](#)

[Schedule a no-obligation chat on your situation](#)

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