

## CASE STUDY – UTILITIES

### Black Hills Power – EAM Implementation

**Our Client, Black Hills Power** is an investor-owned utility and part of the Black Hills Corporate family headquartered in Rapid City, South Dakota. They have 70,000 customers that reside in 20 different communities throughout western South Dakota, northern Wyoming, and southeastern Montana.

#### Background and Situation:

- Three site locations, each with multiple units using custom CMMS
- Coal/steam units ranging from 11MW – 100MW
  - Gas CT units < 50MW
  - Larger site has formal WMP
- Smaller sites have varied and undocumented process

#### Objectives:

- Develop EAM configuration and implementation project plan
- Align the configuration, implementation and training needs for new EAM system with the existing processes at all sites
- Manage project to deliver an internally sustainable EAM system

#### Results:

- Create and managed detailed project plan & roles/responsibilities to deliver project on schedule and under budget
- Managed action items & progress of vendors as well as staff
- Developed custom training materials which integrated the formal and informal process flow with the usage of the EAM system.
- 100% of staff trained at a level appropriate for their position
- Began to formalize process at the two smaller sites through the EAM implementation
- Field coached & coordinated staff activities to support training and implementation for the EAM system (Supply chain, Mx, I&E, Ops, planning / scheduling, engineering, overhaul and management)

