



UTILITIES PLAYBOOK FOR PARTNERS: HOW TO TURN UNMET CLIENT NEEDS INTO RECURRING SERVICES

Delivered under your brand. Built for recurring services.

Use a current view of grid, field, and operational assets, along with real-time insight into issues and dependencies, to help utility clients reduce risk, improve reliability, and make faster decisions.

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White-labeled for your practice

Your clients see your portal, your logo, and your reporting. That helps you launch faster and build a service they associate with your team, not another vendor.

What's changing in utility infrastructure

Utility infrastructure is becoming more complex and harder to manage.

It now includes:

- Distributed energy resources (DERs) like solar, batteries, and EV charging
- Legacy grid infrastructure still in operation
- Expanding sensor and edge device networks
- Interconnected IT and OT systems

And everything is connected.

That makes it harder to answer:

- What assets are actually in the grid?
- Where are they located?
- What depends on what?

Most teams have this information somewhere.

But it lives in:

- GIS systems
- Work orders

- Inspection records
- Spreadsheets

And it quickly falls out of sync with the field.

That is where risk begins.

What utility clients expect now

Utilities are under pressure to:

- Maintain grid reliability
- Meet regulatory and audit requirements
- Manage wildfire and safety risk
- Modernize infrastructure

They expect partners to help answer:

- What assets are actually in service?
- What changed?
- What is at risk right now?
- What depends on what?
- What should we fix first?

The partner who can answer these becomes part of ongoing operations—not just called during incidents.

Where partners get pulled in

Client situation	What the client asks	What is really going on
Wildfire mitigation review	"Are our records accurate?"	GIS and field data are out of sync
Asset verification	"What is actually installed?"	Records have drifted
Regulatory audit	"Can you prove this is correct?"	No defensible system of record
Grid incident or outage	"What failed and what is affected?"	Dependencies are not visible
Infrastructure upgrade	"What will this impact?"	Relationships are unclear
DER expansion	"Where are all these assets?"	Inventory is incomplete
Cost or asset review	"What are we maintaining?"	Assets are poorly tracked

Why this is hard

- Records drift from reality
- Data lives across multiple systems
- Dependencies are not visible

Transition

These are the moments where partners step in—and where services can be built.

How partners can help — and why WanAware changes what they can do

Partners already help with:

- Audits
- Outages
- Compliance
- Infrastructure planning

But today, answers are pieced together from:

- GIS exports
- Work orders
- Inspection reports
- Spreadsheets

What WanAware changes

WanAware continuously discovers assets and maps how they connect.

Because observability is built on that live asset and dependency map, you can:

- See what is actually in service
- Identify mismatches between systems
- Understand what depends on what
- Prioritize based on impact

This moves utilities from static records to a continuously updated view of the grid.

When the client needs help with...	How it's done today	How WanAware changes it
Asset verification	Field checks + spreadsheets	Real-time inventory
Audit preparation	Manual reconciliation	Defensible records
Risk identification	Reviewing alerts	Dependency-based prioritization
Impact analysis	Guessing	Blast radius visibility
Infrastructure planning	Static data	Live, shared view
Cost review	Manual audits	Continuous visibility
Reliability improvement	Reactive fixes	Proactive risk identification

Services

Utility Asset Inventory Service

A current, real-time view of grid and field assets.

A trusted system of record.

Issue & Impact Review

Clear explanation of what happened and what is affected.

Faster response.

Compliance & Audit Support

Maintain defensible, auditable records.

Reduced audit risk.

Lifecycle Planning Service

Support infrastructure upgrades and modernization.

Better decisions.

Cost Optimization Review

Identify redundant or unused assets.

Reduced spend.

Availability & Risk Review

Identify dependency risks across the grid.

Improved resilience.

Where this service applies in real utility environments



Wildfire mitigation plans rely on outdated records.

GIS does not match field reality.

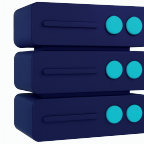
Read more: [Why Manual Data Is the Weakest Link in Your Wildfire Mitigation Plan](#)



DER growth creates visibility gaps.

More distributed assets, more complexity, and less clarity across the grid.

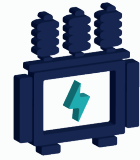
Read more: [Reclaiming Control: Full Energy Grid Asset Visibility](#)



Audits require defensible records.

Teams cannot prove what was in service.

Read more: [Why Manual Data Is the Weakest Link in Your Wildfire Mitigation Plan](#)



Grid issues cannot be traced quickly.

Dependencies across systems are not visible.

Read more: [External Dependency Visibility: Why Two-Thirds of Major Outages Start Outside Your Systems](#)

These are the moments where partners can step in with repeatable services—not just one-time support.

When to bring this to a utility client

This service is easiest to introduce when the client is already feeling the impact of limited visibility.

That often happens when:

- Audit or compliance reviews begin
- Wildfire mitigation planning is underway
- Asset records do not match field reality
- Infrastructure changes are happening
- Leadership asks for a clear view of risk

You can also start with questions like:

- How confident are you in your asset records?
- Do your GIS and field data match?
- Can you prove what was in service at a given time?
- Can you trace impact across the grid?
- Are teams working from the same data?

How to package this as a recurring service

Month 1 — Establish the baseline

- Build asset inventory
- Map dependencies
- Identify mismatches

Monthly — Keep it current

- Track changes
- Identify new risks
- Maintain alignment

Quarterly — Support decisions

- Plan upgrades
- Support audits
- Optimize cost

What this helps partners deliver

- Faster incident response
- Defensible audit records
- Better risk prioritization
- Improved reliability
- Reduced compliance risk
- Lower unnecessary spend

Why this makes you harder to replace

- You maintain the most trusted view of the grid
- You reduce uncertainty during audits and incidents
- You guide decisions over time

Delivered through your experience, this value stays with you.

How to start with an existing utility client

Start with one client dealing with:

- Audit pressure
- Wildfire mitigation
- Asset inconsistencies
- Visibility gaps

Then:

- Focus on one use case
- Build visibility
- Solve one problem
- Turn it into a recurring service

Start building your utilities services practice

Apply to the Technology Advisor Partner Program



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