



# IMPACT Another PSC Success Story

Electric Power Utility — Waste Reporting System

## Providing Reliable Waste Reports at the Push of a Button

### New e-Portal Helps Utility Optimize Its Waste and Recyclables Management

Noted management consultant Peter Drucker is credited with declaring, "If you can't measure it, you can't manage it." Clear, reliable reporting is indeed essential to effective business management. It's equally crucial to the proper handling—and diversion—of industrial waste and recyclables. Finding ways to effectively document and report the composition and consignment of waste is a challenge modern technology is now able to address.

In Northern Illinois, most electrical power is supplied by a single utility. The company provides power to more than 3.7 million customers and produces revenues of more than \$15 billion annually.

Like all utilities, this company generates large volumes of solid waste. For years, the company tracked this waste's journey from generation to disposal/reuse using traditional spreadsheets. While this method usually captured valuable data, generating the monthly reports required by federal regulators and Wall Street analysts was often a struggle.

This changed in 2010 when the utility hired PSC as its primary waste services manager. Having already worked for years with other utilities owned by the same parent company, PSC immediately recognized the need to create a single, standardized waste reporting system its customer and its contractors could use.

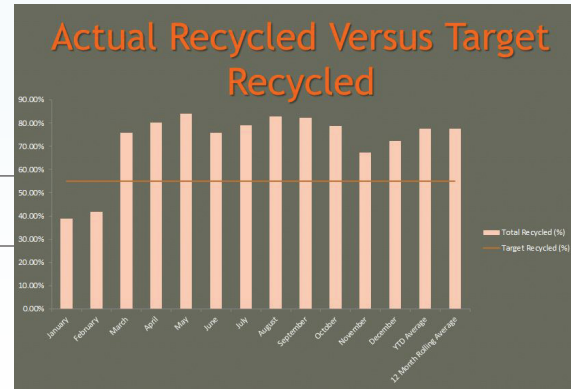
***"This portal gives me accurate and reliable information from all points of generation, whether it's from contractors, internally or other sources. I'm thrilled at how well it standardizes our waste generation reporting."***

-Senior Environmental Compliance Specialist  
Electric Power Utility, Northern Illinois

By 2014, PSC had built and tested a new Internet-based portal through which the utility could accurately manage its waste streams enterprise-wide. Drop-downs limit users' choice of waste profiles, disposal facilities and other descriptors to those

already vetted and approved. It also allows managers to produce a wide variety of reports using an array of filters with literally the push of a button. The portal delivers a level of accuracy and reliability that is exponentially greater than what had been possible previously.

The utility's waste management portal now handles more than 20,000 manifests a year. It has gone from reporting on 1,500 tons to 5,000 tons of waste annually. And with the portal providing a more complete picture of overall waste volumes, reported recyclables have climbed from 20-30 percent per year to 60-70 percent.



Example of type of data collected from e-Portal.

**Waste Tracker**  
Create Shipment

Vendor: PSC

Shipping Doc Number: [ ]

Date Shipped: [ Enter Date ]

Date Return Copy: [ Enter Date ]

Waste Metric: [ Select ]

**Create Shipment**

Vendor: PSC

Shipping Doc Number: [ ]

Date Shipped: [ Enter Date ]

Date Return Copy: [ Enter Date ]

Our state-of-the-art web portal has many facets that cover each company's needs.

***With further improvements in the works, the PSC data management system may someday extend to all utilities in the parent company's system.***



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