

Tops in Information Technology

Foreign Standouts



Luigi Borrelli

Having the ability to shape the future of utilities deserves recognition. So when chief information officers Luigi Borrelli of Enel in Rome and Patrick Cooper of Country Energy in New South Wales, Australia, demonstrated exceptionally innovative leadership through effective use of technology, they were named Utility CIOs of the Year by Energy Central's *EnergyBiz* magazine and Spintelligent's Metering International magazine.

Borrelli was recognized in the large utility category (more than 1 million customers) for leading Enel through the transition of the Italian energy market from full regulation to full competition. Cooper was recognized in the small utility category (fewer than 1 million customers) for introduction of new IT governance and project management methodology designed to more closely align IT operations with overall corporate goals and processes.

The awards were presented in late April as a part of the Knowledge2006 CIO Forum held in Atlanta in conjunction with Spintelligent's American Utility Week conference. The forum was designed to offer a unique opportunity for global CIOs to meet and discuss common concerns.

Enel, with more than 30 million customers, is the largest electric utility in Italy and the third largest in the world. To smoothly transition the company into a competitive business model in just over a year, Borrelli developed teams to identify system specifications and corporate organizations required to ensure Enel had the flexibility to deal with evolutionary legal requirements of the new markets. Live, on time and on budget, the project resulted in 20 percent reduction in operating expenses for 2006, with an overall expected return on investment of about 18 months. Business process cycle time went from 72 hours to 12 hours, reducing full-time-equivalent employees from 60 to 45. Collection ratios improved by 207 percent, and the throughput has increased.

Also on a tight deadline, Cooper drew upon his experience in a nine-month project to prepare Country Energy for full retail competition. His leadership and insights improved process efficiency, allowing a reduction of 40 FTEs and enabling Country Energy to continue to have among the lowest cost-to-serve levels in the Australian market. ☺

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