

First Watch Restaurants Turns Complex Utility Data Into Operational Confidence

CASE STUDY

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Challenge

First Watch Restaurants manages hundreds of locations across the United States, making their portfolio highly complex. The company juggles thousands of utility accounts that, while often overlooked, are crucial to daily operations. To prevent missed payments and utility shutoffs, First Watch Restaurants partnered with ENGIE Impact to gain visibility into issues before they escalate and ensure consistent, reliable support for internal teams. Our proactive oversight helped efficiently manage and organize their accounts, keeping them efficient and operational.

Solution

ENGIE Impact's dedicated team proactively monitored the accounts and flagged issues as they arose, investigating and resolving issues quickly. We aligned strongly with First Watch Restaurants' shared goals and outcomes. ENGIE Impact kept the accounts organized and readily offered answers to First Watch Restaurants' inquiries, typically within 24 hours.

Results

Using ENGIE Impact as their all-in-one partner, First Watch Restaurants successfully organized their complicated portfolio of 3,200+ accounts, significantly reducing utility shutoff notices and shutoffs. View the video below to learn more about how First Watch Restaurants reduced unnecessary spend and gained clearer visibility into their utility accounts.

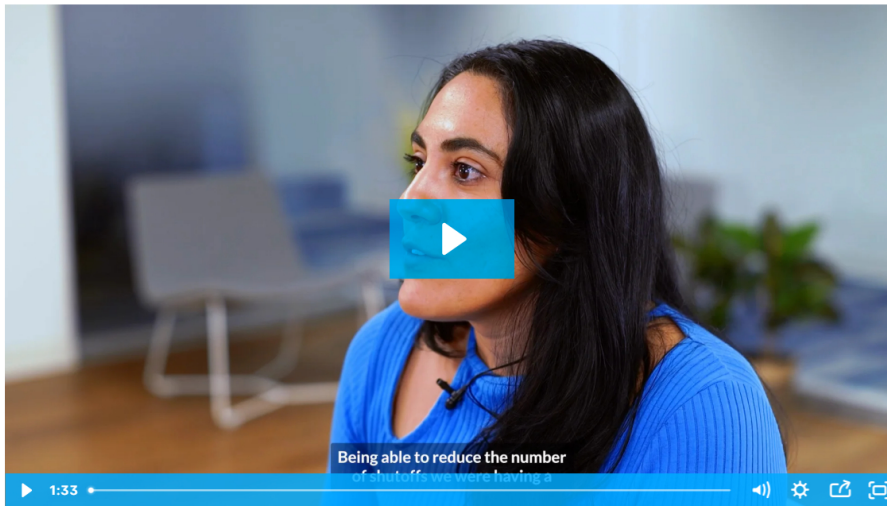
“ I would describe our partnership as someone who is there for us and someone who is always willing to get in there and help

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out. Someone we can reach out to and are there to answer for us. ”

Melissa Daves, Facilities & Purchasing Specialist, First Watch Restaurants



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