

Customer Service Committee Report

Spring 2010

Nicki Pozos, Ph.D., P.E. (Chair)

Carollo Engineers
4380 SW Macadam Ave. Ste 350
Portland, OR 97239
503-227-1885
npozos@carollo.com

Dan Kegley (Vice Chair)

City of Spokane
914 E North Foothill Dr.
Spokane, WA 99207
509-625-7960
dkegley@spokanecity.org

Committee Meetings

A meeting will take place Thursday, May 13th in conjunction with the PNWS conference. The next meeting will be in June/July the date to be determined.

Customer Service Certificate Program

The first dates have been set for the Customer Service Certificate Program in keeping with the Committee's goal to promote excellent customer service. The first module, Customer Relationship Building, a 9 hour course, will be offered in Portland September 30th and October 1st split over the two days. This course will also be offered in the Lynnwood area in late October the dates are to be determined.

The committee is still looking to partner with Evergreen Rural Water Association. We believe that partnering With ERWA will have several advantages including access to their extensive customer base for training, and advertising the course. In prior discussions with Gary Rhoades, the Executive Director of ERWA it was agreed that each party would advertise and manage their own payments with ERWA collecting a portion of the sales routed through them. We see this as an important step in reaching a wider audience and to serve as a model to develop partnerships with other professional organizations.

Brenda Lennox from TVWD and Irene Reskin from the Portland Water Bureau are both certified to teach all three modules, and funding was approved to send one additional member to the "Train the Trainer" in Denver this October. The committee is actively seeking a volunteer that would be able to make a commitment to the program.

Spring Conference Education Tract

On Thursday, May 13th from 1:00 pm to 5:00pm we have an excellent program that has been awarded CEU's in Oregon and Idaho, Washington remains a challenge. This year the focus will be "Communicating with Your Customers" which include sessions in Google applications, social media, customer diversity, an introduction to the Customer Service Certificate program, and customer demographics. We welcome Craig Woolard to speak at our last session on "Customer Demographics and Effective Communication."

Customer Service/Information Technologies Conference

The 2010 AWWA CS/IM Tech Conference was hosted by the PNWS in Portland, Oregon in late February. Our own Zeda Williams, Snohomish County PUD served as the Conference Planning Chair to a very successful program. Kathy Koch from the Portland Water Bureau was also heavily involved with design of the technical session 4-concurrent tracks, key note speakers and any local details. The key-note speaker was Liz Kelly, Director of the Project Management and Engineering Division at Seattle Public Utilities who presented on asset management.

Succession Planning

Following the Spring Conference:

Dan Kegley (Chair)
City of Spokane
914 E. North Foothills Dr.
Spokane, WA 99207
509-625-7960
dkegley@spokanecity.org

Zeda Williams (Vice-Chair)
Snohomish County PUD
PO Box 1107
Everett, WA 98206-1107
425-783-8307
zmwilliams@snopud.com