



American Water Works Association Pacific Northwest Section Customer Service Committee

April 21, 2017 Spring Trustee Report

Committee Members:

Chair:	Gayle Renzelman
Vice-Chair:	Cathy Middleton
Secretary:	Vacant
Past Chair:	Tonya Reiss
Trainer:	Jacki Masters
Trustee:	Jennifer Garbely-Kennedy/Jenks Consultants, Portland, OR

Meeting Dates

March 30, 2017	Conference Call
May 04, 2017 (Noon)	PNWS Section Conference – Kennewick, WA
August 2017	Conference Call (TBD)
December 2017	Conference Call (TBD)

Customer Service Program Update

The Customer Service Committee has now received the training materials and approval from AWWA to add the real-world scenarios with problems to solve in team-building exercises at the end of each of the courses. Those scenarios have now been written and the new courses have been submitted to Washington Certification Services and Oregon Environmental Services Advisory Council for CEU approval. According to the Idaho Administrative Code 24.05.01-500.04, "Those continuing education courses which are relevant and approved by the states of Nevada, Oregon, Montana, Utah, Wyoming, and Washington are deemed approved by the Board. (2-26-08)" So, it seems redundant to apply in Idaho. As soon as the committee receives the CEU's assignment we will start the scheduling process with utilities and districts that have already indicated they would like to host the trainings.

Training Additional Trainers

AWWA does not require trainers to be trained anymore. The worry is that if we do not train someone the courses could become less interesting due to someone just reading through the material. The committee agreed that we should have interested trainers co-teach with Jacki to learn on the job. There are three potential new trainers throughout the section at this time. We will also be asking at the conference meeting if anyone is interested in becoming a trainer. Additionally, if a member bought the program directly from AWWA and did not go through our

Committee for the training, they would not be eligible for CEUs as only those courses hosted by the Customer Service Committee will be CEU approved.

Outreach to Small Water Districts

At the Winter Meeting in Vancouver Dan Kegley and Lance Peterson asked if we could come up with some outreach ideas to invite more small water districts to get their staff involved in the AWWA Customer Service Courses. Maura Kegley is currently trying to compile a list of small systems in the Inland Empire Subsection. Jacki has been working with Maura to help develop her list. We should start pushing out our training notices to the SAC for them to help distribute and encourage other subsections to begin working on lists within their areas. There is also the potential to partner with the newly revived Small System Committee to reach additional utilities that would like to attend our trainings.

Customer Service Courses:

New Course Material:

- Building Customer Relationships (Course #1)
- The Business of Customer Service (Course #2)
- Utility Industry Operations (Course #3)

Proposed 2017 Customer Service Training Program schedule (New Course Material)

South Sound, WA	Course 1
Spokane, WA	Course 1 & 2
Boise (Area), ID	Course 1 & 2
Central Washington area	Course 2 & 3
King County, WA	Course 2
Walla Walla, WA	Course 2

Proposed 2018 Customer Service Training Program schedule

South Sound, WA	Course 2 & 3
Spokane, WA	Course 3
King County, WA	Course 3
Boise (Area), ID	Course 3
Walla Walla, WA	Course 3
Moscow, ID/Pullman, WA	Courses 1 & 2

2017 Kennewick Conference (May 3-5):

Customer Service Track for the Kennewick Conference-Thursday, May 4th; Afternoon Session

Moderator: Tonya Reiss

<u>Author</u>	<u>Presentation Title</u>
Mr. John Roth	Customer Service & Operators Perspective
Mr. Brett Foreman	A Better Path to Advanced Metering Infrastructure
Ms. KT LaBadie	Setting Up a Customer Sampling Program-One Utilities Experience
Ms. Tonya Reiss	Achieving Good Internal Customer Service is Essential in Every Organization

2018 Tacoma Conference (April 24-27):

The call for abstracts will be open in June 2017. At the next meeting, the committee will discuss who we would like to have speak on the track in Tacoma. One idea is Tyler Palmer, Deputy Director of Operations from the City of Moscow, ID, has already agreed to discuss the topic of Using Social Media to Talk to Your Customers.

Succession Plan:

We have defined roles in our committee and have set term limits along with bringing in new members and are recruiting trainers to ensure the continued success of our Committee. Our current Vice Chair, Cathy Middleton, will be moving up to Chair in 2018. We will continue to look to fill the Secretary position so that we can continue the succession of our officers.