

Dear Ms. Star,

We would like to thank you and the committee for the time spent revising the AWWA Customers Service Series. We feel the one day format will boost attendance and allow us some flexibility in how we schedule these courses in the future.

The purpose for this communicate is to address the issue of obtaining Continuing Education Units (CEU's) for the attendees. In reviewing the Facilitator Guide Package, we are aware that we will likely not be able to offer the full CEU value for each class that we have in the past. This is a very important part of the success of this series in the PNWS as it attracts not just office staff but operators, managers, independent contractors, and other entities involved in the production and transmission of safe drinking water to our communities and customers. Historically, approximately 30% of our attendees are professionals needing CEU's for their Washington, Oregon, and Idaho licensing requirements.

At this time we feel that there is a good possibility that we can obtain a reduced CEU value for Courses 1 and 3 but none for Course 2. The criteria for obtaining CEU's is attached. As you can see, it refers to the training being "directly relevant". We were successful in obtaining CEU's for all of the courses by adding some scenarios that include field situations and demonstrate how the "softer" concepts introduced in Course 1 and specifically in Course 2 are relevant and necessary skills for operators and other field staff. By signing the AWWA CSCP Training License Agreement, we agreed not to modify the course content without being granted permission by the Association and we are not asking to change the content of the guides. We would at this time like to respectfully request the Committees permission to include scenarios that reinforce the field and office/field interaction. These not only would likely qualify for CEU's but, according to the past course evaluations, this is one of the most beneficial parts of the courses. Having the attendees be required to quickly form a team and work through a scenario has proven to be an extremely effective method of cementing the teambuilding and positive internal customer service concepts. **The method in which we propose to add this piece is to hand out scenarios near the close of the class and have the attendees form teams and work out resolutions to a few challenges (much like in the original courses).**

We would like to thank you in advance for your consideration and counsel on this matter. We are truly excited to bring these updated course materials to the water industry professionals in the Pacific Northwest Section of the American Water Works Association.

Most sincerely,

*Gayle Renzelman*

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