



American Water Works Association Pacific Northwest Section Customer Service Committee

January 26, 2018 Winter Trustee Report

Committee Members:

Chair: Gayle Renzelman
Vice-Chair: Cathy Middleton
Secretary: Marika Thomas
Past Chair: Tonya Reiss
Trainers: Jacki Masters, James Dean
Trustee: Chris Young, DN Tanks, Portland, OR

Meeting Dates

March 30, 2017 Conference Call
May 04, 2017 (Noon) PNWS Section Conference – Kennewick, WA
September 19, 2017 Conference Call
February 2018 Conference Call (TBD)

Customer Service Program Update

The Customer Service Committee held the first series of the revised AWWA Customer Service 3 class series, hosted by the City of Yakima, on October 18, 19 and 20. James Dean was a co-trainer with Jacki Masters and now the Committee is able to offer more training opportunities in the PNWS. The feedback from the series in Yakima was very positive and we will move forward with future trainings.

The next series is scheduled for Rockwood PUD in Portland for April 18-20, 2018. Vice-Chair Cathy Middleton in the host and Jacki Masters will be co-training with Christina McNeal from Rockwood PUD.

We are actively looking to engage with utilities and districts that have already indicated they would like to host the trainings. Continuing to identify new trainer candidates will be crucial in expanding our training schedule in the future.

CEU's:	WA	OR	ID
#1 Customer Relationship Building for the Utility Workforce	0.7/.0.7	0.6/0.6	Same
#2 The Business of Customer Service for the Utility Workforce	0.7/0.7	0.2/.06	value as
#3 Water Industry Operations & the Vital Importance of Teams	0.7/0.0	0.6/0.4	WA/OR

Course Scheduling:

Schedules: Portland, OR: Rockwood Water will be hosting the series April 18-20, 2018.

Proposed 2018 Customer Service Training Program schedule

South Sound/King County, WA

Courses 1, 2 & 3

Implementation of AWWA Customer Service Courses and New Trainer(s):

James Dean complete the 3 day courses with Jacki in Yakima and is now available to conducting trainings.

The Committee will be adding its third trainer in the April, Christina McNeal, from Rockwood Water.

Outreach to Small Water Districts

At the 2017 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. Many of these small districts/systems are monitored by licensed operators and their employees do not necessarily belong to AWWA or get notice of trainings.

Mike Dimmick from the Blue Mountain Subsection has begun conducting visits to some small systems within the subsection. Most of the outlying systems/towns agree that attending the Idaho Rural Water Association (IRWA) conference is their best option. They can get all of their CEU's over the duration of the conference and only be away from their duties once a year rather than taking multiple days to attend subsection trainings for a small CEU value. The sites that were visited were Kamiah, Kooskia, Sites, Grangeville, Cottonwood, Nezperce, Craigmont, Winchester, Culdesac, Lapwai and Genesee. These locations range in 15-100 miles away from Moscow. Mike will continue his outreach efforts within the BMSS over the next few months.

It has been suggested that the SAC could assist in distributing the information and encourage subsections to begin working on lists within their areas. It may also afford the opportunity to partner with the newly revived Small Systems Committee to identify and reach additional utilities that would like to attend our trainings. This could still be a topic of discussion at the 2018 Winter meeting when the Subsection officers are in training.

2018 Tacoma Conference (April 25-27, 2018):

Customer Service Track for the Tacoma Conference-Thursday, April 26th; 2:30-4:45 p.m.

Moderators: Gayle Renzelman/Cathy Middleton

<u>Author</u>	<u>Presentation Title</u>
Mr. Tyler Palmer	The Power of Narrative: How Effective Narrative-driven Communication Can Break Down Barriers and Help Critical Work Move Forward (1/2 hour)
Mr. Brett Forman	Modern Communication for Today's Always-On Customer (1/2 hour)
Brenda Lenox, AWWA President	Becoming Director of First Impressions
Michelle Harvey	Avoid the Truck Roll, Survey of Remote Shut-off Meters

Succession Plan:

We have defined roles in our committee and have set 2 year 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 and Marika Thomas had accepted the Secretary position. We will be working to identify our Vice-Chair, and bring the Webmaster and Constant Contact Manager positions up to speed by the 2018 Tacoma Conference.