



American Water Works Association Pacific Northwest Section Customer Service Committee

April 17, 2018 Spring 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)
April 26, 2018 The Customer Service Committee meeting will take place on Thursday, April 26th, in Room 317 at the convention center during the lunch period. All members should grab their lunch and go to the room to attend this meeting. The Customer Service Tracks will take place right after the meeting.

Customer Service Program Update

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.

The Committee has discussed the need more diversity in the Customer Service Committee. It was suggested that we review past registrants to see if anyone would like to join. Also, we would advertise to those that attend the Customer Service Tracks.

TRAININGS:

Jacki Masters will be conducting the trainings at Rockwood PUD from April 18th-April 20th, 2018. Kristina McNeil with Rockwood Water will be doing her co-training with Jacki so she will be ready to conduct future trainings on her own. To accommodate we will order 3 sets of books and training materials for Kristina.

At the conference Customer Service Committee meeting we will discuss ideas on how we will increase the number of Courses being scheduled to include courses that James Dean and Kristina McNeil will be instructing.

We are proposing to conduct a training between King County and Pierce County. Bremerton is being looked at as a possible location.

CEU's:	WA	OR	ID
	W/WW	W/WW	W/WW
#1 Customer Relationship Building for the Utility Workforce	0.7/.0.7	0.6/0.6	.7
#2 The Business of Customer Service for the Utility Workforce	0.7/0.7	0.2/.06	.7
#3 Water Industry Operations & the Vital Importance of Teams	0.7/0.0	0.6/0.4	.7

Proposed 2018 Customer Service Training Program schedule

South Sound/King County, WA Courses 1, 2 & 3

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

AWWA SUBCOMMITTEE FOR IMPROVEMENT OF CUSTOMER SERVICE TRAINING:

On the last conference call it was decided that it would be beneficial for Jacki & Tonya take part in this committee. This will allow both Jacki and Tonya to provide the prospective of the trainer to the subcommittee to approach the new direction they have outlined with an open mind that allows us to make appropriate changes that fit our training process.

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 will be the Webmaster to manage our PNWS website pages. Secretary, Marika Thomas will be moving into the Vice Chair position. We will be working to identify a new Secretary. Jacki Masters will be the Constant Contact Manager.