



American Water Works Association Pacific Northwest Section Customer Service Committee

October 10-12, 2018 Fall Trustee Report

Committee Members:

Chair: Cathy Middleton
Vice-Chair: Marika Thomas
Past Chair: Gayle Renzelman
Trainers: Jacki Masters, James Dean

Meeting Dates

May 04, 2019 (Noon) PNWS Section Conference – Vancouver, WA
September 19, 2019 Conference Call

Customer Service Program Update

The Customer Service Committee held a 3-class series, hosted by Rockwood Water P.U.D., on April 18-20, 2018. Kristina McNeil was a co-trainer with Jacki Masters and now the Committee is able to offer more training opportunities in the Portland Vancouver area. The feedback from this series was very positive and we will move forward with future trainings.

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	W/WW 0.7/.0.7	W/WW 0.6/0.6	W/WW 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

Proposed 2019 Customer Service Training Program schedule

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

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 Chair, Cathy Middleton, is starting her 2-year term and Marika Thomas is starting her term as Vice-Chair also. We are going through a transition now but hope to be running smoothly shortly.