



# American Water Works Association Pacific Northwest Section Customer Service Committee

## February 22, 2019 Winter Trustee Report

### Committee Members:

Chair: Cathy Middleton  
Vice-Chair: Marika Thomas  
Secretary:  
Past Chair: Gayle Renzelman  
Trainers: Jacki Masters, James Dean  
Trustee: Lynn Williams Stephens

### Meeting Dates

May 2<sup>nd</sup>, 2019 (Noon) PNWS Section Conference – Vancouver, WA

### Customer Service Program Update

The Customer Service Committee will be holding a Customer Service 3-day training class in March. It will be hosted by Rockwood Water P.U.D. on March 11 – March 13, 2019. James Dean will be our trainer for this.

We are also planning a 3-day training in Wenatchee, WA September 30 – October 2, 2019. Jessica Shaw from the City of Wenatchee is helping with this.

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
	W/WW	W/WW	W/WW
#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

### Succession Plan:

We have defined roles in our committee and have set 2-year term limits. Marika Thomas is our current Vice Chair as well as our Webmaster and Constant Contact Manager. Our goal is to get more members involved in our committee to fill some vacant slots.