



# American Water Works Association Pacific Northwest Section

## 2015 Fall Meeting - Customer Service Committee Report

### Customer Service Committee - September 2015

Chair: Tonya Reiss – City of Spokane, WA  
Vice Chair: Gayle Renzelman – City of Moscow, ID  
Secretary: Cathy Middleton – Rockwood Water PUD  
Trustee: Jennifer Garbely- MSA Engineering, Portland OR  
(Daneka Keith is no longer able to fulfill the Vice Chair position.)

### Customer Service Program - 2015 Courses

Spanaway, WA	Sept 24 <sup>th</sup> & 25 <sup>th</sup>	Course 1: Customer Relationship Building for the Utility Work Force
Moscow, ID	Oct. 22 <sup>nd</sup> & 23 <sup>rd</sup>	Course 2: The Business of Customer Service
Central Point, OR	Oct. 29 <sup>th</sup> & 30 <sup>th</sup> Or Nov 5 <sup>th</sup> & 6 <sup>th</sup>	Course 3: Water Industry Operations & the Vital Importance of Teams

### Customer Service Program - 2016 Courses

Tacoma, WA	February March or May	Course 2: The Business of Customer Service Course 3: Water Industry Operations & the Vital Importance of Teams
Moscow, ID	April or October	Course 3: Water Industry Operations & the Vital Importance of Teams
Wenatchee, WA	TBD	Course 1: Customer Relationship Building for the Utility Work Force
Washington Water Services		Course 1,2,& 3 for 54 employees

### 2016 PNWS Boise Conference Customer Service Tract

We will have 3- 1 hour Sessions.



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We have had a few obstacles to overcome this last year. First Jacki Masters had a difficult time getting the CEU's for the Customer Service Program approved in Oregon. With the help of several current and past board members she was able to get the CEU's approved.

Unfortunately this was a setback for the courses that we had scheduled before the construction season got started. As you know Jacki also relocate to Mt. View-Edgewood Water Company this year. As our only instructor for the program it was difficult to know what the future of the 2015 courses would be. We are thankful that her new employer is able to support her being our instructor in the coming years.

With the knowledge that we could move forward with our courses the committee members along with the help of our subsections have rallied the troops to facilitate the fall schedule we have presented. Thanks to Ronda Farmer and the South Sound Subsection we have course #1 in Spanaway, WA that is filled. Gayle Renzelman with the City of Moscow, ID is facilitating Course #2 in Moscow. Max Woody & Jason Canady are pulling together Course #3 in the Central Point, OR -October 29<sup>th</sup> & 30<sup>th</sup>. Thanks for all of the hard work.

Washington Water Services is interested in providing the customer service training for 54 of their employees. After consulting Brenda Lennox & Kyle Kihs, Jacki will work with her employer and Washington Water Services to facilitate this deal. There is a potential to net the PNWS \$11,000 if everyone is in agreement with the terms. We did not put this in our budget as an income because nothing has been finalized.

Daneka Keith is no longer with the City of Airway Heights and will not be able to fulfill the duties as Committee Chair in 2016. Gayle Renzelman has agreed to fill in as Vice Chair for the remainder of this year. She has expressed that she might not feel comfortable being the Chair in 2016. She will be attending the winter meeting and the conference in Boise so that she can network and learn about the PNWS.

Brenda, Jacki & I are working with the AWWA Customer Service Committee to update the existing program. The model for how it will be implemented and how the trainers will be certified has not been resolved.

We continue to look for ways to provide customer service training to the members of our section.