



American Water Works Association Pacific Northwest Section

2016 Winter Meeting - Customer Service Committee Report

Customer Service Committee – January 20, 2016

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

2016 PNWS Boise Conference Customer Service May 5th, Technical Session

- 1:30 - 2:30 Engineers Got Customer Service
- 2:45 - 3:45 Working towards the utility workforce of the future by understanding and addressing bias
- 4:00 - 4:30 Getting the Community Involved in Addressing Water Quality Issues in a New Water Supply
- 4:00 - 5:00 Using The Third Point

Customer Service Program Update

In our Committee meeting on Jan. 29, 2016 we will be reevaluating the current Program schedule and planning for future trainings. It is difficult to foresee the future schedule because we are anticipating many changes in the program this year. The AWWA Customer Service Committee as you know received a Technical Education Council Grant to update the program in 2015. The scope of the work has been completed. The implementation of the new program is pending the AWWA staffs process of redefining the marketing of the CS Training – 3 course program. The committee will have many challenges when the new program is rolled out. As you know change is sometimes difficult to navigate and the new program will be vastly different from what we are doing now. Although it will be different in many ways the course content has been revamped and is better than the previous program. I am excited to hear that the issue of training the trainers will be resolved. I am confident that the committee will be up to the challenge and ready to make this new program a success in the PNWS.



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2016 Winter Meeting - Customer Service Committee Report Cont.

Customer Service Program - 2016 Courses

Spanaway, WA	March 3 rd & 4 th	Course 2: The Business of Customer Service
Moscow, ID	Apr. or Oct	Course 3: Water Industry Operations & the Vital Importance of Teams
Central Point, OR	TBD	Course 3: Water Industry Operations & the Vital Importance of Teams

Customer Service Program - 2017 Courses

Tacoma, WA	February March	Course 3: Water Industry Operations & the Vital Importance of Teams
Spokane, WA	April	Course 3: Water Industry Operations & the Vital Importance of Teams
Spokane, WA	May	Course 1: Customer Relationship Building for the Utility Work Force
Wenatchee, WA	TBD	Course 1: Customer Relationship Building for the Utility Work Force

Customer Service Program - 2018 Courses

Spokane, WA	April	Course 2: The Business of Customer Service
Wenatchee, WA	TBD	Course 2: The Business of Customer Service