

The Future of Customer Service

COMMUNICATION

As we move forward, our employee training will concentrate on understanding customer expectations.

Of course, each customer wants a reliable and instantaneous supply of high quality water. But we also recognize our customers want information covering many issues that include:

- Assurance that they are receiving the best water product.
- Updates explaining the close attention we pay to the infrastructure.
- Our “plan of attack” for replacing older segments of the water delivery system.
- Information regarding the water bill, with a clear and concise description of what they are paying for and why they need to pay it.
- Communication regarding the inter-relationship of the cycle involving water, wastewater and storm water.

And above all else, we need our customers to comprehend the standards that we work under at CWD: We expect the highest levels of performance from our own employees. This information is vital to making sure our customers have expectations that match the way we conduct our business.

EXPANDING WORKFORCE POTENTIAL

In 2007, CWD used incentives to encourage employees to enhance their professional abilities, so that they can be better prepared to meet the demands of our ever-changing workplace. Some of these incentives cover skill upgrades such as acquiring a commercial driver's license or obtaining an Environmental Protection Agency certification.

In the future, the challenge is to be more creative with our employees, make sure that we maximize each person's abilities, and enable them to grow to their potential within the Division.

UPGRADING TECHNOLOGY

IN 2007 we looked into utilizing Automatic Vehicle Locating (AVL) technology to track the location of crews and help find the shortest and quickest routes to their destinations. As the deployment of this AVL technology rolls out in months to come, we will see where the advantages are occurring and adjust its usage accordingly.

In a related effort, the Division is planning to deploy our Geographic Information System (GIS) to field personnel. This technology will give them the most up-to-date information about water infrastructure and enable improved communications with office staff such as dispatching and operations.



WE'RE WORKING TO MEET YOUR DEMANDS