

CYCLE OF PERSONAL OWNERSHIP

MARCH 2024 WINNERS



CHELAN COUNTY

JILL STEPHENS

During our billing disruption, the Customer Delivery team was challenged to think outside the box about how we could work around the Change Healthcare services being unavailable. In less than a day, Jill had multiple ideas and focused on one, where she was able to develop in house a simplified billing solution and complete a proof of concept (POC) in 2 business days. Jill's intrinsic knowledge of our billing system and processes over the course of many years allowed her to carry the bulk of the development work on her shoulders, and incredibly have a production solution ready within 6 business days. This effort ensured the District could resume billing, as well as provide assurances to our customers that they would continue to receive their bills in a timely manner. This type of effort usually takes three months to complete. The District would in a much tougher position with our reputation and cash flow if not for the efforts of Jill.

ALLISON BERGSTROM

The District rarely stands up an incident command structure (ICS), and few staff understand how it should operate and how they are involved. The recent billing disruption required the District to stand up an ICS and it was Allison, with her experience rolling off the GridEx exercise, her organizational skillsets, and her ability to run effective meetings that created an environment that was organized, pointed, and informed leading to a very successful resolution in the form of timely communications to staff and customers, strong contributions from all members, and a speedy recovery of billing services. There was no doubt who oversaw the ICS standups, nor any miscommunication of what actions were to be taken daily and by whom. The ICS structure was textbook all to the due diligence and professionalism Allison resonated.

MARK BELTON

Few, if any, District staff realized how difficult printing and mailing bills could be. It is an afterthought when normal operations are humming. But in a time of crisis, like our recent billing disruption, we all learned that not only are these services complex and time intensive, but there are very few companies that can accommodate these services, let alone within a day's notice. Mark's ability to learn quickly, research options, negotiate with contractors, and procure their services within a couple of days ensured that the District's internal billing presentment solution was not blocked by our inability to print and mail. Mark found a service in Klamath, Oregon who not only could accept our services, but also began to print over 100,000 letters immediately was a miracle found. It is often the little things that go unnoticed, but not this time. It was Mark's ability to execute on the little things that ensure our ability to get our bills to customers in a time of crisis.