

CYCLE OF PERSONAL OWNERSHIP

SEPTEMBER 2020 WINNERS



CHELAN COUNTY

KERRI WENDELL, ANA AGUIRRE, MEGAN ROSE, SHAYLEE CHILDRESS, JAMIE TORSON, AMY SIMS, DOUG LEWIS, MELISSA SCHWAB, FRANK SANCHEZ, CHUCK HOLLAND, BART MILLER, CYNTHIA ALCALA, & PAT O'HARA

Since our lobbies closed on March 13, 2020, this team has pulled together and accomplished what we didn't believe was possible - taking care of our customers with our lobbies closed and answering customer phone calls at their homes! With a rotating in-office schedule, processing all the daily payments and deposits, field work management and distribution, meter reading and scheduling, and the rest of the team taking customer phone calls at home. They have been taking care of our customers moving in, moving out, making payments and payment arrangements, providing assistance to all of our customer needs and they have NOT missed a beat! Over 24,000 calls have been received, which is 5,000 more than last year during this same time period. This team has continued to reach out to our customers to make payment arrangements and provide assistance with our helping hand and energy assistance programs keeping our past due accounts relatively stable. Over 1,100 accounts have been in a past due status since March and at the end of August there were only 153 accounts still past due. Adding to this work, this team went live with the new C2M customer billing system just one month prior to COVID, which has added many challenges to this daily work. This team has shown true teamwork, commitment, and ownership to their work and work processes during this time. Many kudos to each and every one of them for the work that they do - day in and day out!