

LEADNEXT



NOMINATION FORM

LeadNext nominations must be submitted by utility executives between June 18, 2018 and February 28, 2019 or until all available positions are filled. Utility employees who self-nominate must have a utility executive sponsor. The utility executive sponsor and nominee will be notified of acceptance into LeadNext by March 31.

CSWEEK Leadership Development Program

PROGRAM OPPORTUNITIES:

- Gain deeper knowledge and broader understanding of meter-to-cash processes and customer experience lifecycle, specifically:
 - o Analytics
 - o Billing & Payments
 - o Contact Center
 - o Credit & Collections
 - o Digital Customer Engagement
 - o Field Services
 - o Strategies & Management
- Meet CS Week Executive Summit attendees and develop meaningful relationships with C-level utility executives.
- Learn best utility practices and strategies from utilities who host offsite meetings.
- Prepare high potential supervisors and managers to be next utility leaders.

PROGRAM REQUIREMENTS:

- Nominee is a high potential customer service or IT supervisor/manager sponsored by a utility executive.
- 12-month program begins with CS Week Conference, College and Synergy Groups, continues with monthly webinars, offsite meetings and phone calls, and ends with CS Week Conference and Executive Summit.
 - o Eight webinars lasting 2 hours each are held in June, July, August, October, November, December, January and March.
 - o Full day offsite meetings are hosted by sponsor utilities in September and February to share best industry practices and strategies.
- Program curriculum includes written assignments.
- The participant's utility is expected to fund the participant's full program requirements **and travel costs** for this 12-month program.

First Name _____ Last Name _____

Title _____ Utility Name _____

Utility Mailing Address _____ City _____

State/Province _____ ZIP Code _____ Country _____

Business Telephone _____ Cell Phone _____

Fax _____ Email _____

Utility Type: Electric Gas Water/Wastewater Other _____

Utility Size (# of service connections):

<100,000 100,000 - 250,000 250,000 - 1,000,000 > 1,000,000

LEADNEXT NOMINATION FORM

What are your current utility roles and responsibilities (include whether predominately customer service or information technology)?

Why are you interested in participating in LeadNext?

What makes you a good nominee for LeadNext?

Nominee's Signature: _____

Date: _____

With my signature below, I acknowledge and agree to the LeadNext program requirements and to support the nominee in the following ways (program fees and travel funding for 2 CS Week Conferences; travel funding for 2 offsite one-day meetings; and allowable work time spent attending CS Week Conferences and venues, webinars, offsite meetings, monthly calls and performing LeadNext assignments).

The fee for the LeadNext program is \$5,000. This fee covers participation in the leadership program, 2 CS Week Conference registrations, 1 Synergy Group registration, 1 College course registration and 1 Executive Summit registration. This fee does not include travel funding. (Terms are Net 30 and an invoice will be sent upon notification of acceptance of nominee as participant).

Executive Sponsor's Signature: _____ Date: _____

Executive Sponsor's Printed Name: _____

Executive Sponsor's Title: _____

Executive Sponsor's Phone: _____ Email: _____

Online application at <http://www.emailmeform.com/builder/form/MVWr1X2R8c>
Please complete and submit your application to: Lisa Collins, Education Director
Mail: CS Week, 2612 W Lamberth Rd, Ste 300, Sherman, TX 75092-5183
lcollins@cswk.org | Cell Phone: 903-821-8675 | Fax: 903-893-6136