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CS Week Announces Its 2018 Expanding Excellence Awards

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Tampa, FL, Thursday, May 3, 2017 – Rod Litke, CEO of CS Week, announced winners and finalists of the prestigious CS Week Expanding Excellence Awards at the annual Conference’s Thursday general session. These awards recognize excellence in customer service by large and small utilities.

CS Week, the premier annual educational and customer service conference that serves professionals at electric, gas and water/wastewater utilities across North America and around the world, awards two class levels: Level 1 for utilities with \$500M and greater and Level 2 for utilities with less than \$500M in annual revenues. Fifteen utilities were saluted at the awards ceremony by hundreds of utility attendees and industry partners for projects, implementations and programs implemented during 2016 or 2017 in four categories:

1. Best Customer Information System(CIS) Implementation. Major CIS implementation projects are evaluated on budget and schedule adherence, operational efficiency after go-live, innovation and improved service levels.

- **Level 1 Winner:** Arizona Public Service Electric Company
- **Level 1 Finalist:** Alliant Energy
- **Level 1 Finalist:** Southern Gas Company

2. Best Analytics Project. Pilot projects or large-scale implementations that optimize analytics provided by devices, data or other related technologies to address, remediate or enhance customer service qualify for this award category. Best Analytics Project awards are evaluated based on complexity, innovation, improved service levels, improvements to customer service and cost/benefit analysis.

- **Level 1 Winner:** Sacramento Municipal Utility District
- **Level 1 Finalist:** Oklahoma Gas & Electric
- **Level 1 Finalist:** Pacific Gas & Electric
- **Level 2 Winner:** Otter Tail Power Company

3. Innovation in Digital Customer Engagement. These are high tech, innovative or technologically complex projects that improve customer service in the meter-to-cash customer experience lifecycle.

- **Level 1 Winner:** Consumers Energy
- **Level 1 Finalist:** Southern California Edison
- **Level 1 Finalist:** City of San Diego
- **Level 2 Winner:** London Hydro
- **Level 2 Finalist:** Hydro Ottawa

4. Innovation in People & Process. Innovative, low-tech or non-technological approaches to improving customer service in the meter-to-cash customer experience lifecycle which emphasize soft skills, general solutions and non-automated approaches to engage customers and/or improve the customer experience are the foundation for this category.

- **Level 1 Winner:** CPS Energy
- **Level 1 Finalist:** ComEd

- **Level 2 Winner:** Intermountain Rural Electric Association

“Announcing the Expanding Excellence Awards is always a personal highlight for me,” Litke explained, “because these projects and implementations become role models for countless other utilities. Most projects are highly disruptive to normal business activities, but utilities overcome these challenges with planning, flexibility and training. They recognize the service improvements these projects and implementations bring to customers and to their own business and operations. Now implemented or online, these improvements produce value-added services and have a day-to-day impact on their customers’ experience while improving accuracy, reducing costs, enhancing data collection and analytics, and converging customer-facing with back office systems. Congratulations to our deserving 2018 winners and finalists.”

Short videos highlighting the winning utilities were shown at general session. Later Thursday afternoon, winners presented workshops for a deeper dive into specifics and where attendees could ask questions.

For more information about the 2018 award winners and finalists or about the CS Week Expanding Excellence Awards in general, visit [EE AWARDS](#) or contact Shelley Carter, CS Week Expanding Excellence Awards Manager, at scarter@csweek.org

About CS Week

CS Week is the premier annual educational and customer service conference serving electric, gas and water/wastewater utility professionals across North America and around the world. CS Week provides learning and networking opportunities in support of the utility customer experience lifecycle: Analytics, Billing & Payments, Contact Center, Credit & Collections, Digital Customer Engagement, Field Services, and Strategies & Management. Nine signature venues deliver this mission:

1. CS Week Executive Summit;
2. CS Week Key Account Forum;
3. CS Week College;
4. CS Week Synergy Groups (vendor solution-sponsored and business process-focused);
5. CS Week ENGAGE311 with EXPO311;
6. CS Week Conference with 60+ workshops and the largest Exhibit Hall in utility customer service;
7. CS Week Research;
8. Expanding Excellence Awards; and
9. CS Week's newest venue, LeadNext, launched in 2017 to share the responsibility of developing the next generation of utility leaders with participating companies.

A 501c3 nonprofit organization, CS Week attracts attendees from utilities of all sizes. Besides the robust education venues and diverse networking opportunities during its week-long conference, CS Week enjoys a supportive partnership with scores of industry partners, sponsors and conference exhibitors. CS Week offers webinars and blogs year-round to showcase utility success stories, update attendees on marketplace trends and keep utility professionals connected. For more information, visit www.csweek.org.

Multiple advisory panels and steering committees shape and focus CS Week and its year-long offerings, ensuring content is aligned with its mission. CS Week adapts to and reflects industry times while holding fast to its core foundation - providing utility professionals at every level valuable education and networking opportunities, with an emphasis on "expanding excellence in customer service."

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