Dear Boss,

With technology and competitive service trends changing our customers' expectations at such a quick pace, staying on top of what's happening in the utility customer service space is challenging. Our team recognizes that other utilities and industry leaders can be very helpful as we address operational issues and invest in capital projects to meet our customers' expectations. We can benefit from others' experiences and lessons learned. CS Week is the utility education destination and partner to help make this happen.

As the premier annual customer service conference, CS Week provides educational and networking opportunities based on the utility customer experience lifecycle and organized around seven tracks:

1. Analytics

2. Billing & Payments

3. Contact Center

4. Credit & Collections

5. Digital Customer Engagement

6. Field Services

7. Strategies & Management

CS Week 2018 is set for April 30 – May 4, in Tampa, FL. CS Week features utility customer service and enabling technology workshops, keynotes and panels. Its Exhibit Hall, the largest in the industry, offers one-on-one appointments with exhibitors where we can share our initiatives and learn about their products, services and expertise.

Because CS Week attracts all utility types from across North America, I'll meet and network with peers in comparable utilities. I'll learn about best practices and innovations from professionals who know utilities from the inside. I'll also build relationships and meet mentors, counterparts and exhibitors whom we can call upon as resources in the future.

CS Week is directed by senior utility executives who are cost conscious and strive to keep attendance price low and conference value high. It even offers utilities tiered-discount pricing, so we could save 20 - 40% by sending a team of attendees that can spread out and more effectively manage all that the Conference offers.

Let's discuss this soon and see how attending CS Week this year can enhance our current operations and capital project efforts.

Sincerely,