



CS Week is accepting nominations for the 2020 Expanding Excellence Awards. The Expanding Excellence Awards program recognizes outstanding contributions, innovations and excellence in utility customer service.

Winning utilities will be notified on or around February 12, 2020. A representative from the winning utility will be required to develop a brief overview on the project/program for presentation at the conference. This will provide an opportunity for other customer service professionals to learn from the successes and innovations of their peers.

EXPANDING EXCELLENCE AWARDS - 2020 APPLICATION -

The deadline for submitting this electronic application form is **January 10, 2020**. Applications should be written in a concise manner and provide key information to answer each of the questions. Supplemental documents that clarify or support the application may be included at the time the application is submitted; however this application form is a required document.

Title of Entry:

AWARD (Select only one)

Best CIS Implementation

Innovation in Digital Customer Engagement

Best Analytics Project

Innovation in People & Process

CLASS (Select only one)

Level I (Gross Rev > \$500 million US)

Level II (Gross Rev < \$500 million US)

Company Gross Revenue (all sources) _____

Name of utility submitting entry: _____

Number of customers served: _____ Number of employees: _____

Name & Title of person submitting entry: _____

Mailing Address: _____

Email Address: _____ Phone Number: _____

Name & Title of project/program's "executive sponsor": _____

Email Address: _____ Phone Number: _____

Vendor partner submission must include name and contact information for utility client (indicate above)

Name & Title of person submitting on behalf of utility client: _____

Email Address: _____ Phone Number: _____

Please provide simple and direct answers to each of the areas below. Responses should be concise and provide details that will ensure a clear understanding of the submittal during the evaluation.

BACKGROUND:

1. SUMMARY:

- A. Please give a brief general description of the project/program being submitted.
- B. Include business issues and/or opportunities that led to the undertaking of this project/program.
- C. Note this is informational and is not scored.

2. TEAM/RESOURCES and TOOLSETS:

- A. Who participated, and how much time did each participant devote to this project/program?
- B. Were outside consultants engaged?
- C. Please indicate any third party software or outsourcing solutions incorporated.
- D. Note this is informational and is not scored.

PROJECT/PROGRAM

3. SCOPE AND COMPLEXITY:

- A. Describe the complexity of the project/program.
- B. How much training and technical skill is required for employees to make use of this solution?
- C. Describe the scope of the systems or processes replaced.
- D. Describe the scope of the new systems or new processes implemented.
- E. Describe the scope of the utility types implemented (e.g. electric, gas, water)
- F. Describe the scope of the jurisdictions or areas where the solution was implemented.

4. INNOVATION:

- A. Submittals should comment on originality, creativity, and innovation in this project/program.
- B. If the innovation has been implemented elsewhere, explain the uniqueness of your approach.

5. EXECUTION:

- A. Provide information on the full scope of the project/program. If this project has phases or is a pilot, describe the phases and what has been accomplished. If future phases are funded or not approved, please indicate.
- B. Further detail should include how the project/program was executed and implemented.
- C. Describe issues experienced in the project/program and how they were resolved.
- D. Describe the key factors that made the project/program successful.
- E. Describe how risk was managed and mitigated during the project/program.

RESULTS

General note: Submittal of results should strive to provide data that has evidence of published validation or other methods of substantiating results data.

6. COST/BENEFIT: (note this information is not disclosed outside of the judging panel and will not be published as a part of the award. If you are unable to provide this information, please consider sending it by private email to our CEO)

- A. Provide the cost/benefit information related to the project/program.
- B. Include the total resources (money and time) devoted to this project/program
- C. If benefits are prospective for the years 2018, 2019 and 2020; please indicate achieved benefits separate from expected prospective benefits.

RESULTS CONTINUED...

7. BUDGET ADHERENCE: (note this information is not disclosed outside of the judging panel and will not be published as a part of the award. If you are unable to provide this information, please consider sending it by private email to our CEO)

- A. Provide original and final project/program numbers. Include < or > percentages when necessary
- B. For all budget changes, scope changes and changes to schedule, please provide details including:
 - 1. Nature of the scope changes
 - 2. Process to approve scope changes, including executive approval
 - 3. Changes to the schedule, method to gain approval of changes to schedule

8. SCHEDULE ADHERENCE:

- A. Provide original and final project/program schedule information.

9. IMPROVEMENTS TO CUSTOMER SERVICE:

- A. Indicate changes to customer service metrics and/or customer experience since implementation.
- B. Submittals should also indicate prospective improvements expected for the years 2018, 2019 and 2020.

10. VALUE ADDED/ OTHER DISTINGUISHING FEATURES:

- A. Identify the value added (tangible and/or intangible) as a result of the project/program.
- B. Identify any other noteworthy features about your project/program or other benchmarks measured by your project/program.

A representative from the winning utility shall provide CIS Conference, Inc. dba CS Week with an electronic copy of the 30-minute presentation for inclusion in the post conference materials and the winning utility grants CS Week the nonexclusive right with respect to said materials to publish or have published, reproduce or have reproduced, prepare or have prepared in derivative form, and distribute or have distributed copies of the presentation. The winning utility grants CS Week the non-exclusive right to advertise and/or promote for its purposes through the use of the presentation via newspapers, magazines, television, direct mail and other communication media.

In order to be eligible to receive the Expanding Excellence Award, each of the following boxes must be checked:

I have received senior management approval to accept this award and be present at CS Week at the Fort Worth Convention Center, Fort Worth, TX Thursday, May 21, 2020.

I agree to provide CS Week with the required photos of the project by February 24, 2020.

I agree to attend CS Week 2020 to accept the award personally and to present a 30-minute PowerPoint (16:9) presentation of the award-winning project/program during the designated workshop. *Utility client accepts the award and presents the workshop segment. Vendor partners are permitted to take team photos after the award presentation and provide support in the awards workshop.

I agree to the terms and conditions as specified herein.

FINAL STEPS

1. Very Important! Be sure to **[1] Save this document to your computer** (File, Save As) and **[2] Append file name with name of utility submitting entry.**
2. Submit this application (along with all other limited supporting documentation)
3. Review Winning Submissions and Finalists on following page.

expanding excellence awards | 2020 APPLICATION

Upon notification of a winning submission (does not include finalists); please be prepared to submit the following items:

1. Company logo in the following format: a scalable vector graphic (i.e. Adobe Illustrator EPS file, all type/fonts converted to outlines) by February 14, 2020.
2. 25-40 high quality photographs of your team & project for use in the General Session video announcing your winning submission February 24, 2020.
3. Name and contact information for the individual who will accept the award.
4. Name and contact information for the individual who will receive the complimentary conference registration.
5. Name and contact information for the individual who will present in the workshop.
6. Format for the presentation should be 20 minutes of content in the form of a PowerPoint presentation. Each category (I & II) will have 20 minutes to present and then 15-20 of Q & A at the end of the workshop. The deadline for submission of the presentation PowerPoint is April 1, 2020.

Upon notification as a finalist, please be prepared to submit the following item:

1. Company logo in the following format: a scalable vector graphic (i.e. Adobe Illustrator EPS file, all type/fonts converted to outlines) by February 14, 2020.
2. Finalists will not be required to prepare presentation.

If you need additional information, or have any questions regarding your submission, please contact us at: [Rachel White](#) Expanding Excellence Awards Manager, at 903-893-3214 or [Lisa Collins](#), Education Director, at 903-821-8675.