

invites you to a webinar

Wednesday, JULY 31 1 pm to 1:30 pm (EST)

## Service with a smile?

## **OUR Goes Undercover! What did we find out?**

OUR conducted a Mystery Shopping exercise to see what kind of service you are receiving from your utility companies.

The results may surprise you!

Join us to see what we found from our latest survey.

## **PANELLISTS**

Webinar -OUR's Mystery



**Yvonne Nicholson** 

Director. Consumer & Public Affairs, OUR



Kishka-Kaye O'Connor Anderson

CEO. Market Research Services Ltd.



Elizabeth Bennett Marsh

Moderator: Specialist. **Public Education, OUR** 

## **Customers of Digicel, FLOW, JPS & NWC!**

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