

Consumer Advisory Committee on Utilities (CACU)

Utility Customer Service Distinction Award

The CACU is pleased to launch its inaugural/annual *Utility Customer Service Distinction Award*, to acknowledge and recognize excellence in customer service by utility staff who establish and maintain a positive and effective working relationship with internal/external customers, fellow employees of the company and the general public. The individual will be identified by their colleagues and/or customers as being dedicated to continuously improving customer satisfaction, exceeding expectations and reacting appropriately to ensure customer satisfaction. He/She must also demonstrate excellence in resolving customer complaints, conflicts and/or challenges presented by consumers. A single recipient will be honoured annually and will receive a recognition plaque and a non-cash prize.

Criteria:

- Nominee displays a positive attitude, even under the most difficult circumstances, which has a positive impact on the internal/external customer experience.
- Nominee delivers exceptional service above and beyond the call of duty.
- Nominee consistently strives to eliminate barriers for customers by effectively and efficiently communicating, collaborating and addressing customer needs.
- Nominee demonstrates creativity and resourcefulness in assisting customers while adhering to company policies and protocols.
- Nominee acts as a role model to co-workers and the community through positive interactions with internal and/or external customers.
- Nominee commands the respect and admiration of the company's executive, administrative, technical and colleagues.

Eligibility:

- Nominee must have been employed to the company for at least twelve (12) consecutive months prior to the date of nomination.
- Nominee must hold a position below the level of executive (president, vice president, assistant vice president and director).
- Nominee should not have any formal disciplinary action recorded within 12 months prior to the nomination date.
- Nominee must have a performance rating higher than *good* on his/her most recent performance evaluation.
- Nominee may not receive this award more than once.

Nomination and Selection Process:

- Nominations **open on Wednesday, November 08, 2023 and close on Friday, November 17, 2023. N.B.** Submissions received after the closing date will not be considered.
- A maximum of two (2) nominations may be submitted by each utility company.
- Nominations may be made by an employee, associate and/or customer and must be endorsed by either the company's Customer Relations/Service Manager or Communications Manager, whomever directly oversees customer services.
- Complete the Nomination Form and give specific examples of how the staff member meets and/or exceeds the criteria.
- Submit the completed document electronically or send a copy to cacu2@our.org.jm
Attention: Utility Customer Service Distinction Awards Chair
- An acknowledgement will be issued upon receipt of the nomination form. The nomination's eligibility will be verified by the CACU.
- Thereafter, the nominations will be reviewed by a panel of judges chaired by the **CACU Awards Committee Chair**, one (1) other **CACU** member, one (1) representative from the **Consumer Affairs Commission (CAC)** and the Director of Consumer and Public Affairs at the **Office of Utilities Regulation (OUR)**. The recommendation of the judges will be formally communicated by the CACU's Awards Committee Chair.
- The nominees and awardee will be announced and presented during the OUR's Quality of Service Symposium, on **Tuesday, November 28, 2023.**
- The nominees and awardee must be prepared to participate in media interviews, etc.

CACU Utility Customer Service Distinction Award 2022-23 (Inaugural)

October 29, 2023