



## *Utility Customer Service Distinction Award 2024\**

### **Overview:**

In November 2023, the CACU launched its 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 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 external customers.
- Nominee commands the respect and admiration of company colleagues and customers alike.

### **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 Tuesday, October 01, 2024 and close on Wednesday, October 30, 2024.**  
**N.B.** Submissions received after the closing date will not be considered.
- A maximum of **three** (3) nominations may be submitted by each utility company.
- Nominations may be made by an employee, associate 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 provide specific examples of how the staff member meets and/or exceeded the criteria.
- Submit the completed form electronically **or** send a copy to [cacu2@our.org.jm](mailto:cacu2@our.org.jm) **Attention: Utility Customer Service Distinction Awards Chair**
- An acknowledgement will be issued upon receipt of the completed 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 **two** (2) **CACU Members** acting as Co-Chairs, the Chief Executive Officer at the **Consumer Affairs Commission** (CAC) and the Director of Consumer and Public Affairs at the **Office of Utilities Regulation** (OUR). ***The recommendations of the judges are final*** and will be formally communicated by the Chair of the CACU Awards Committee.
- The nominees and awardee will be recognized during the OUR's Quality of Service Symposium, on **Tuesday, November 06, 2024.**
- The nominees and awardee must be prepared to participate in media interviews, etc.

*Utility Customer Service Distinction Award 2024  
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***\*An initiative of the Consumer Advisory Committee on Utilities (CACU)***

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