



OHIO SECTION AWWA

KEITH HUNSBERGER OUTSTANDING CUSTOMER SERVICE AWARD NOMINATION FORM

AMERICAN WATER WORKS ASSOCIATION

Purpose of the Award	<p>An award given in memory of Customer Service Committee Member, Keith Hunsberger, who died unexpectedly in the height of his career in Customer Service for the City of Columbus. Keith was not only active in Ohio AWWA Customer Service but also served on the AWWA National Customer Service Committee. Prior to his sudden passing in December 2008, Keith had been heavily involved with the planning of the National Customer Service Workshop held in Detroit in 2008. Keith will long be remembered for his tireless devotion and dedication to the development of customer service excellence and for his contributions to the success of these committees.</p> <p>Keith Hunsberger was well known for his Call Center Program, his sharing of unusual customer calls and his leadership conducting many Customer Service Roundtables at annual conferences and workshops.</p>
The Award	A Keith Hunsberger plaque
Frequency of the Award	To be given annually at the Ohio Section conference, if deserving.
Eligibility for the Award	<p>The award gives recognition to individual achievements. Nominees must be members of AWWA, and should be recognized as current customer service leaders in the drinking water community. To be eligible, a nominee's career must exemplify contributions in one or more of the following:</p> <ul style="list-style-type: none"> • Demonstrates proactive practices and undertakes process improvements and modifications related to customer service. • Leadership in promoting customer service excellence • Provides mentorship to others in the field. • Demonstrates a leadership role in setting new standards in customer service. • Supports, promotes and participates in education for the public and drinking water profession. • Serves as a volunteer to the Ohio Section on the customer service committee, other committees and/or in other ways. • Examples of service activities to be considered include utility billing and collection, receivables management, call enter operation, meter reading and service, customer service, and management/team leadership
Entry Requirements	Submission of a completed AWWA Nomination Form by any section member to the Customer Service Committee Chair

Nomination Procedure	Any Ohio Section member may nominate an individual by submitting the completed Nomination Form to the Ohio Section Customer Service Committee Chair. Nominations will also be solicited from the Customer Service Committee and district officers. The Keith Hunsberger Customer Service Award Committee (as described below) shall review the nominations and select the recipient with notification to the Awards Committee of their selection. Nominations and selection shall follow the Awards Committee requirements. No more than one award per year shall be offered. An appropriate plaque shall be developed which represents Customer Service with the recipient's name, affiliation, and the reason for the award. The award shall be presented at the annual conference.
Submission Deadline	Nominations shall be submitted to the Customer Service Committee Chair by mid-May.
Hunsberger Award Committee	<p>The Keith Hunsberger Customer Service Award committee (KHCSAC) shall be a subcommittee of the Customer Service Committee and shall consist of five members of that committee. Members of the KHCSAC shall be the past five (5) recipients of the Hunsberger Award (if possible)</p> <p>Initially, the award committee will be composed of current Customer Service committee members including the Customer Service Committee Chair. The award committee members will select a Chair from their membership. Each year after the initial award, the latest recipient will be added as a replacement for one of the existing members until all five members are past awardees. When an awardee is unable to serve, the Customer Service Committee shall appoint another member to serve on the KHCSAC.</p> <p>A "citation" or statement of the basis upon which the recommendation is made should be drafted by the KHCSAC. The citation should generally contain 25 words or less and be appropriate for engraving on the plaque. The committee should also draft a statement suitable for introducing the award recipient at the Ohio Section annual conference.</p> <p>After the initial award, the KHCSAC shall select a recipient at least 60 days prior to the Ohio Section annual conference. The chair of the Hunsberger Award committee should be prepared to announce whether a recipient has been selected at the Business Luncheon of the Ohio Section annual conference.</p>



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KEITH HUNSBERGER OUTSTANDING CUSTOMER SERVICE AWARD NOMINATION FORM

(Form Must Be Typed)

Deadline for submission: July 30, 2010

Return completed form to:

Michelle Muncie
614-645-7138 (voice)
mhmuncie@columbus.gov

1. NOMINEE:

Full Name	
Current Title	
Street Address	
City, State, Zip	
Telephone	() - Ext.
FAX	() -
E-Mail	

Utility Name	
Street Address	
City, State, Zip	
Telephone	() - Ext.
FAX	() -

AMERICAN WATER WORKS ASSOCIATION

2. ELIGIBILITY

The award gives recognition to individual achievements within the water industry for contributions to public health, encouraging the use of proven new technologies, and promoting sound operational approaches in meeting regulatory requirements and ensuring safe, potable drinking water for the citizens of Ohio. To be eligible, the nominee's career must exemplify contributions in one or more of the following:

Please mark an X in the area(s) of the nominee's accomplishments.

a.	Ohio Section AWWA member.	<input type="checkbox"/>
b.	Demonstrates proactive practices and undertakes process improvements and modifications related to customer service.	<input type="checkbox"/>
c.	Provides mentorship to others in the field.	<input type="checkbox"/>
d.	Demonstrates a leadership role in setting new standards in customer service.	<input type="checkbox"/>
e.	Supports, promotes and participates in education for the public and drinking water profession.	<input type="checkbox"/>
f.	Serves as a volunteer to the Ohio Section on the customer service committee, other committees and/or in other ways.	<input type="checkbox"/>
h.	Outstanding accomplishment and service in the field of water industry training and/or education.	<input type="checkbox"/>

3. JUSTIFICATION:

Please note the nominee's accomplishments that are deserving of this Award. (Information must be typed. Add more pages if needed.)

4. BIOGRAPHICAL DATA:

(Information must be typed. Add more pages if needed.)

A. Brief employment history:

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B. Civic organization memberships (Lions, Kiwanis, school board, etc.):

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C. Year joined AWWA

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D. Offices held (indicate whether District, Section, or Association level):

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E. Professional organization memberships: (In addition to AWWA)

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F. Professional awards or honors received: (Give the year and identify the awarding organization.)

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G. College(s) attended:

Degree Earned:

Year:

<u>College(s) attended:</u>	<u>Degree Earned:</u>	<u>Year:</u>
Ohio College of Applied Science	Associate of Science	

H. Certification(s) Received:

CERTIFICATION	STATE	CERTIFICATION NUMBER

4. BIOGRAPHICAL DATA (cont'd.):

(Information must be typed. Add more pages if needed.)

I. Published articles: (Give title and publication of the article.)

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5. CITATION:

Please provide a citation of 25 words or less. This citation is your recommended wording to be placed on the Award plaque.

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6. NOMINATION SUBMITTED BY:

Full Name	
Current Title	
Street Address	
City, State, Zip	
Telephone	() - Ext.
FAX	() -
E-Mail	
Submission Date	

7. LOCAL NEWSPAPER(S):

Name	
Editor's Name	
Street Address	
City, State, Zip	
Telephone	() - Ext.
FAX	() -
E-Mail	
Website	

Following Reserved For Committee Chair

Received By	
Date Received	