



KEITH HUNSBERGER OUTSTANDING CUSTOMER SERVICE AWARD



Purpose of the Award

The Keith Hunsberger Outstanding Customer Service Award is given in memory of Customer Service Activities Committee member, Keith Hunsberger, who died unexpectedly at the height of his career in customer service for the City of Columbus. Keith was not only active in the Ohio AWWA Customer Service Activities Committee, but also served on the AWWA National Customer Service Committee. Prior to his sudden passing in December, 2008, Keith had been heavily involved in planning 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.

Keith Hunsberger was well known for his Call Center Program, his sharing of unusual customer calls and his leadership conducting many customer service roundtable discussions at annual conferences and workshops.

The Award

Keith Hunsberger Outstanding Customer Service Award

Frequency of the Award

Awarded to one nominee at the annual Ohio AWWA section conference

Eligibility for the Award

The Keith Hunsberger Outstanding Customer Service Award provides recognition for individual achievements in the area of customer service. A nominee must either be an active member of AWWA, work for a utility which is a member of AWWA or have retired but met one of the previous two criteria at the time of retirement. Candidates must warrant recognition for being a customer service forerunner, either currently or in the past, in the provision of public water service. To be eligible, a nominee must have contributed to excellence in customer service in one or more of the following areas:

- Demonstrated proactive practices and made process improvements related to customer service
- Shown leadership in promoting customer service excellence
- Mentored others in the area of customer service
- Demonstrated leadership in setting new standards in customer service
- Supported, promoted and participated in education for the public

and for the drinking water profession

- Served as a volunteer to the Ohio Section on the Customer Service Activities Committee and/or in other ways
- Contributed in service activities in areas including utility billing and collections, receivables management, call center operation, meter reading and field service, customer service or management/team leadership

Entry Requirements

Submission of a completed Keith Hunsberger Outstanding Customer Service Award nomination form.

Nomination Procedure

Any Ohio Section member may nominate an individual by submitting a completed nomination form to the Customer Service Activities Committee Chair. Nominations will also be solicited from the Customer Service Activities Committee and district officers. The nominations for this award and selection of a recipient must comply with requirements established by the AWWA Awards and Recognition Committee. No more than one award per year will be offered.

Submission Deadline

Nominations must be submitted to the Customer Service Activities Committee Chair by the end of June of the award year.

Hunsberger Award Committee

The Keith Hunsberger Customer Service Award Committee shall be a sub-committee of the Customer Service Activities Committee and shall consist of five members. This committee will review the nominations, select a recipient and notify the AWWA Awards and Recognition Committee of its selection. A statement, generally in 25 words or less, as to the basis for granting the award, must be submitted along with the recommendation. This summary statement must be appropriate for engraving on the award plaque.

Members of the Keith Hunsberger Customer Service Award Committee will arrange for the creation of a commemorative plaque with the recipient's name, affiliation, and basis for the award. This committee will also prepare a statement suitable for introducing the award recipient. The award will be presented to the recipient or designee at the annual Ohio Section conference.

KEITH HUNSBERGER OUTSTANDING CUSTOMER SERVICE AWARD
NOMINATION FORM
(Form must be typed)



Deadline for submission: June 30, 2011

Return completed form to:

Caryn Dachner
CSAC Chair
PO BOX 6107
Westerville, OH 43081
caryn.dachner@westerville.org
(614) 901-6436

1. NOMINEE

Full Name _____

Current Title _____

Street Address _____

City, State, Zip _____

Telephone _____

Fax _____

E-mail _____

Utility Name _____

Street Address _____

City, State, Zip _____

2. ELIGIBILITY

Please place a check mark in the area(s) of the nominee's accomplishments.

- A. Ohio Section AWWA member or affiliated with an organization that is an OAWWA member
- B. Demonstrated proactive practices and made process improvements and modifications related to customer service
- C. Provided mentorship to others in the field.
- D. Demonstrated leadership in setting new standards in customer service.
- E. Supported, promoted and participated in education for the drinking water profession.

- F. Served as a volunteer to the Ohio Section on the Customer Service Activities Committee, other committees and/or in other ways.

3. JUSTIFICATION

Please describe the nominee's accomplishments to be recognized with this award.

4. BIOGRAPHICAL INFORMATION

A. Brief employment history

B. Civic organization affiliations

C. Offices held (indicated district, section or association level)

D. Professional organization memberships

E. Education and Training

F. Certifications

G. Published articles (give title and publication information)

Summary of Nomination

Please summarize, in 25 words or less, the reasons for selecting this nominee for the Keith Hunsberger Outstanding Customer Service Award.

Nomination Submitted By:

Full Name _____

Current Title _____

Street Address _____

City, State, ZIP _____

Telephone _____ FAX _____

E-Mail Address _____

Submission Date _____

Newspaper(s)

Name _____

Editor's Name _____

Street Address _____

City, State, Zip _____

Telephone _____ FAX _____

Website/E-Mail Address _____