

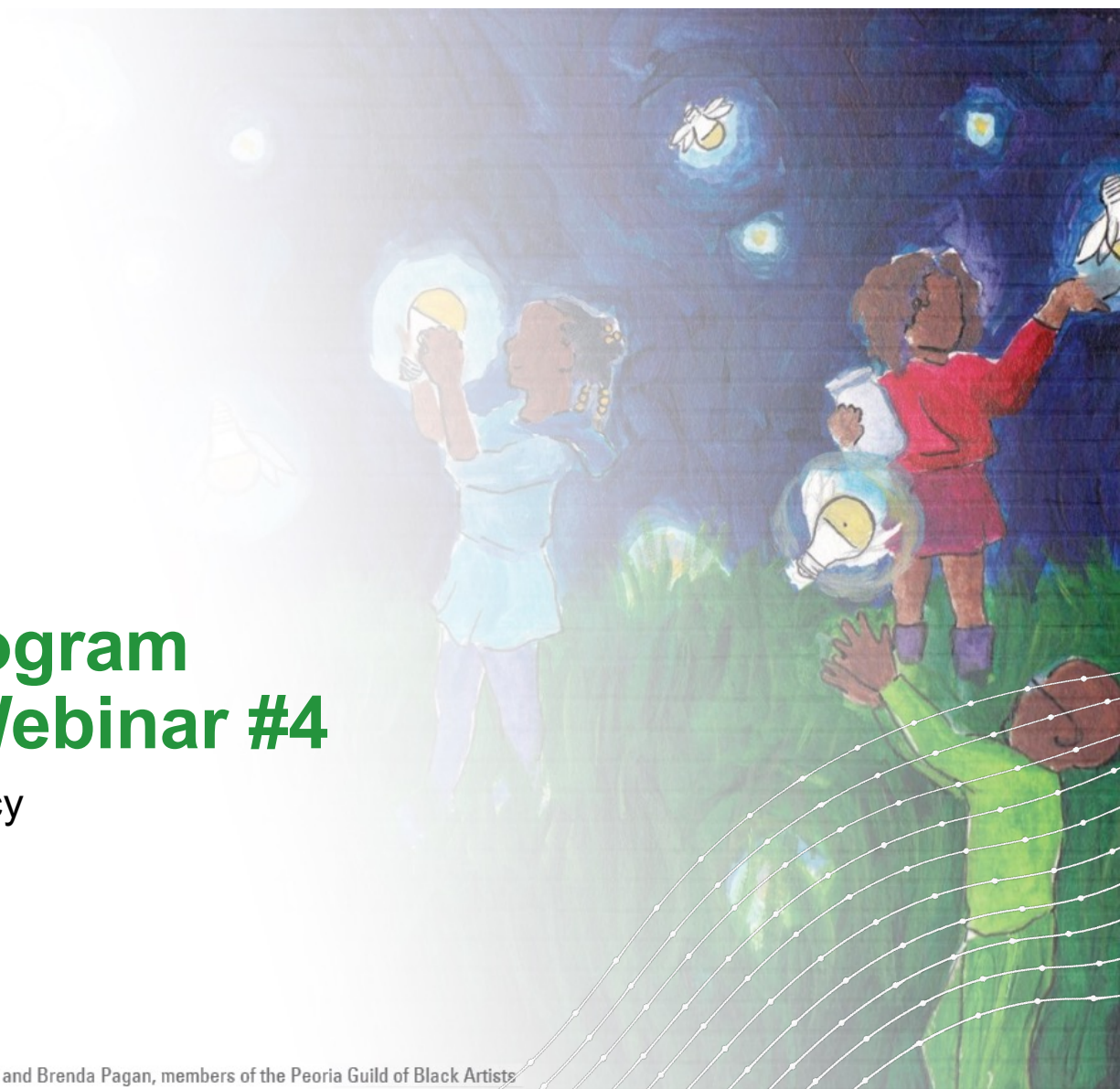


Energy Efficiency
PROGRAM

Ameren Illinois Energy Efficiency Program Summer Internship Webinar #4

Customer Service and Energy Efficiency

Artwork by Hannah Offutt and Brenda Pagan, members of the Peoria Guild of Black Artists



Meet Energy Professionals

Jacob Dukett
Supervisor Gas Public Awareness
Ameren Illinois



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Artwork by Chantell Marlow, member of the Peoria Guild of Black Artists



Discussion

- Talk about some experiences you've had with customer service, both positive and negative.
- What could make your experience with customer service positive or negative?



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Customer Service Experiences

Positive Examples	Negative Examples
Customers are grateful	Customers requesting additional work but it isn't always in the budget
Maintain professional attitude	

Customer Service



Providing Quality Customer Service



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Artwork by Chantell Marlow, member of the Peoria Guild of Black Artists



Active Listening



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Delivering Excellent Customer Service

- Can enhance the company reputation.
- Improves service delivery.
- Builds trust with the customer.
- Makes your job more enjoyable.



Artwork by Alexander Martin, member of Peoria Guild of Black Artists.



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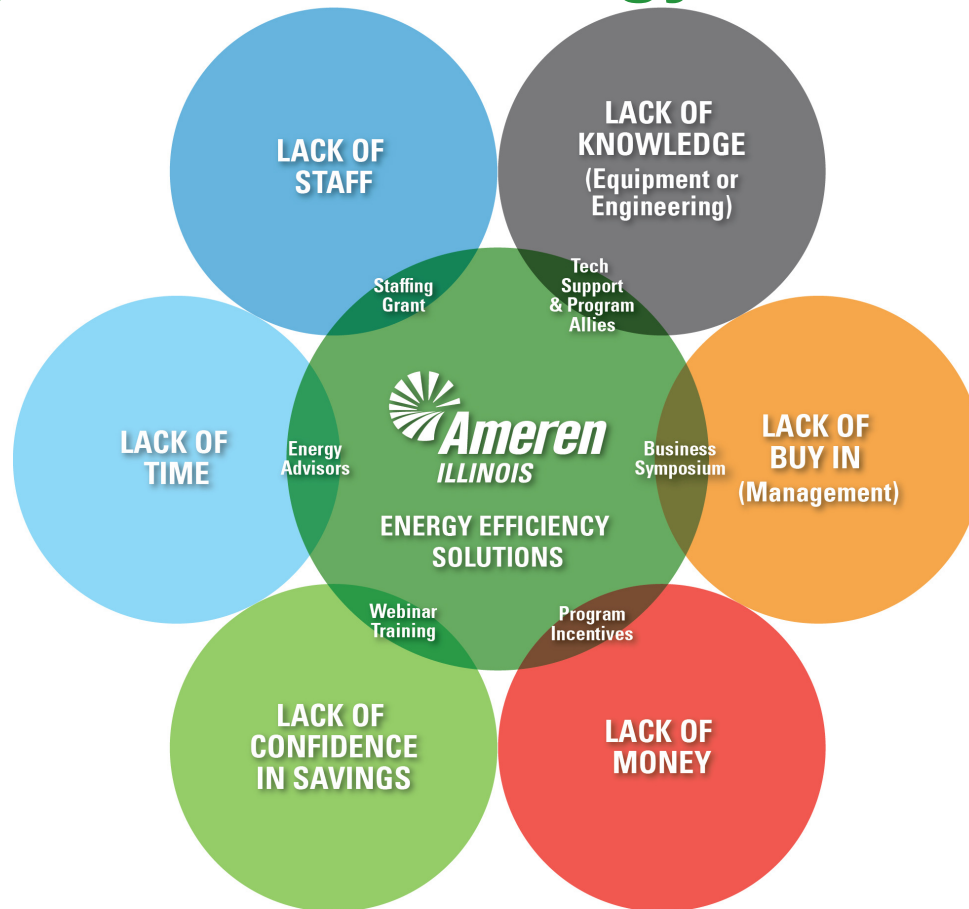
Increasing Customer Interactions

- Proactive and regular engagement with customers is possible in multiple ways.
 - › Customized home energy reports.
 - › Personalized energy bill tracking.
 - › Real-time energy usage.



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Eliminating Barriers to Energy Efficiency



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How have you worked directly with Ameren Illinois customers this summer?



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Artwork by Alexander Martin, member of the Peoria Guild of Black Artists

Coming Up!

Next Week's Webinar:
Weatherization

Wednesday, July 17

Time: 12:00 – 1:00 P.M.

Wrap Up Presentations

Due July 26

Volunteer Event #2

Friday, July 26

Time: 11:00 A.M. – 3:00 P.M.

Senior Services Plus

Alton, IL



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