



Energy Efficiency
PROGRAM

Ameren Illinois Energy Efficiency Program Summer Internship Webinar #1

Understanding Your Customer

Meet Energy Professionals



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Tim Dickison

Ameren Illinois Energy Efficiency Program

Program Supervisor

Meet Energy Professionals



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Will Wuertz

Ameren Illinois Energy Efficiency Program

Lead Customer Service Representative

My Customer Service Journey

- Started as CSR in 2016
- Moved to Active Credit in 2019
- Moved to Lead CSR in 2021

What's next?

**“Life is a
journey,
Not a
destination”
Ralph
Waldo
Emerson**

Meet Energy Professionals



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Chad Whitehead

GDS Associates, Inc.

Senior Project Manager

Ameren Illinois Energy Efficiency Program Energy Advisor

Discussion



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- What types of Ameren Illinois customer interactions do you think you will have this summer?
- What could make your experience with customer service positive or negative?
- Talk about some general experiences you've had with customer service, positive or negative.



Providing Quality Customer Service



Active Listening

- Use a customer's name.
- Exhibit empathy.
- Improve mutual understanding.
- Maintain positivity.
- Stay focused and avoid distractions.



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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.



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Increasing Customer Interactions



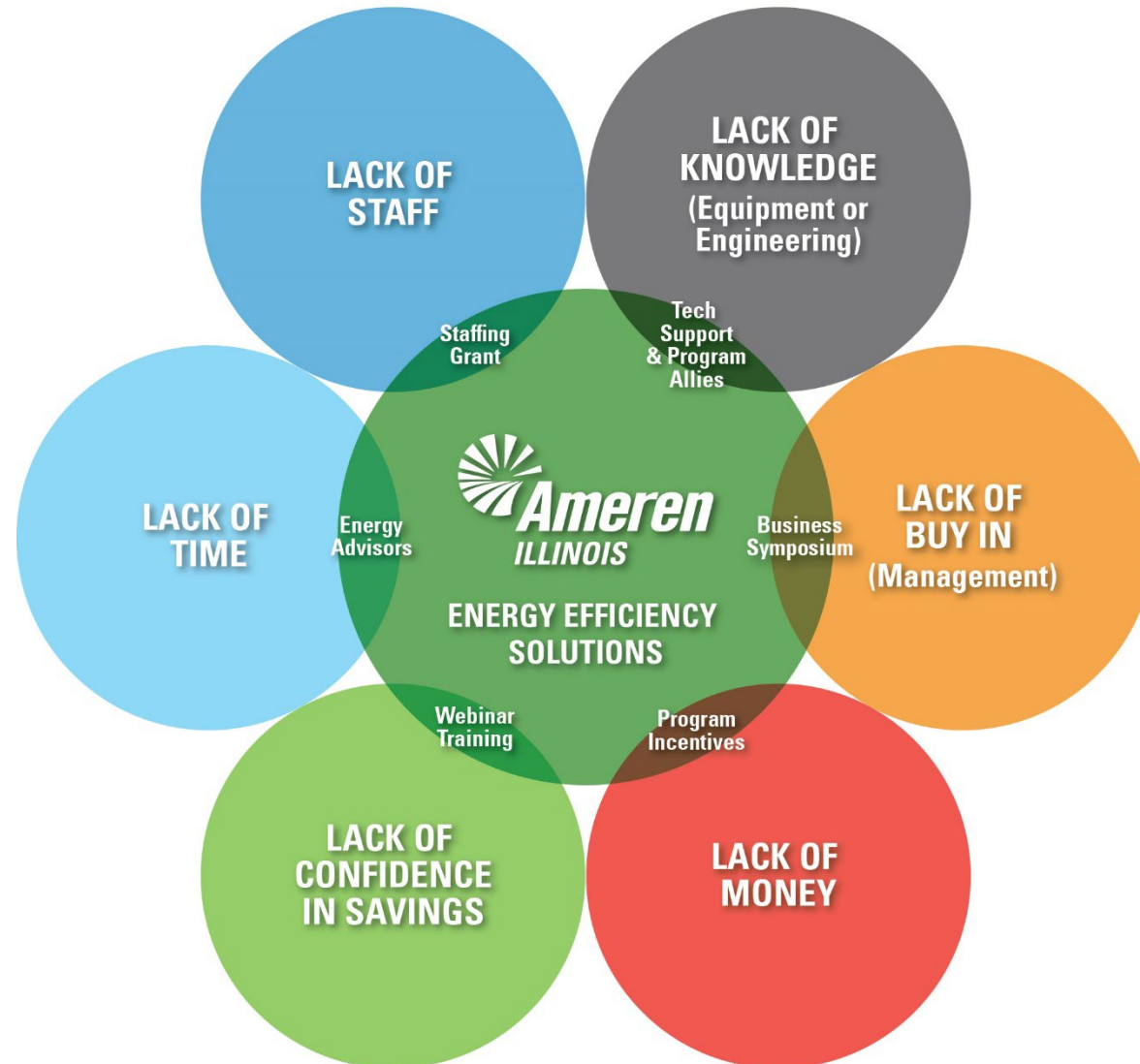
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- Proactive and regular engagement with customers is possible in multiple ways.
 - › Customized home energy reports.
 - › Personalized energy bill tracking.
 - › Real-time energy usage.

Eliminating Barriers to Energy Efficiency



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Ask The Question, Do The Math



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- Ask the questions
 - › Where does energy efficiency start?
 - › What does that mean to me?
 - › How do I get there?
- Do the math
 - › How many?
 - › How much?



Building a Relationship with Energy Efficiency



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- Why should you choose energy efficiency?
- What is the value of energy efficiency?
- How do we become energy-efficient?



Professionalism in the Workplace

- Be reliable and on time.
- Treat others with respect.
- Use a professional email address.
- Practice good communication.
- Dress appropriately.
- Maintain a positive attitude.



Coming Up!



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Next Week's Webinar:

Energy Efficiency 101

Wednesday, June 18

Time: 8:30 A.M. – 9:30 A.M.

Guest Speakers: John Carroll and Gretchen Primeau



Coming Up!



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#1 Volunteer Event:

Date: Friday June 20th, 2025

Time: 9:00 A.M.

Location: Ironwood Golf Course
1901 N Towanda Ave
Normal, IL 61761

Questions?