

Touchstone Energy CSR Energy Workshop Program Details

The Customer Service Representative Energy Workshop from Touchstone Energy is designed to help your CSRs speak intelligently about energy, billing, and energy efficiency to the members who call them every day. The class is materials intensive. This means that the students will receive materials for the material covered, so that they can bring them back to the office and use them every day. We do not rely on memory alone for the student to remember the information delivered. Some of the topics that are covered are:

- How is a bill computed
- What areas of the home use the most energy
- The most commonly asked questions and answers for CSRs
- An extensive glossary of terms
- The 10 most basic energy efficiency tips for the home
- Dos and Don'ts while on the phone with a member

The outline for the workshop is attached.

Because of the logistical difficulties in training CSRs during working hours and still maintaining full operations, the workshop is priced by the day, not the student. It is recommended that between 25 and 40 CSRs attend a session, and that not more than one half of a Co-op's CSRs attend any given session. Because of this and other scheduling constraints, we **strongly recommend that distribution Co-ops work with their statewides and/or G&Ts to coordinate and schedule these workshops.** We anticipate strong demand and limited availability of instructor time. Because of this, we may not be able to make the instructor available until early 2008. From a cost standpoint, the per-CSR cost of holding a workshop goes down as the number of students per class goes up. So the closer a workshop comes to the maximum number of students (40) the more efficient the training instrument becomes.

The following pricing schedule is for tuition only and does not include materials or travel expenses for the instructor, Jim Herritage. **Multiple sessions may be scheduled in one location during a single week to maximize efficiency and minimize travel expenses.** This emphasizes the benefits of working with your G&T or statewide to schedule the workshop in a central location for multiple distribution Co-ops. Those will be billed without markup in addition to the following schedule by number of days of training.

Days	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5
Total	\$ 2,750	\$ 3,300	\$ 3,850	\$ 4,400	\$ 4,950	\$ 5,500	\$ 6,050	\$ 6,600

If you have any questions or would like to start working on scheduling workshops in your area, please give me a call at (919) 562 – 1444.

Thanks and have a great day,

Pete

Pete Schmutz, CPA
Principal, C & I Business Development
NRECA/Touchstone Energy
Office:919.562.1444
CELL: 703.851.3949
Peter.schmutz@nreca.coop