**Chartwell's Best Practices Awards:   
Outage Communications**

**~~ENTRY DEADLINE: Wednesday, January 27, 2021~~**

**EXTENDED DEADLINE: Wednesday, February 10, 2021**

The original awards of their kind for utilities, Chartwell’s Best Practices Awards recognize excellence and innovation among electric and gas utilities with respect to projects, programs and service initiatives.

The 2021 Chartwell Best Practices Awards in Outage Restoration will be presented at [PowerUp: Chartwell’s Outage Conference](https://www.chartwellinc.com/event/powerup-chartwells-outage-conference/), June 8-9 at the Westin New Orleans.

Three utilities will be awarded during the conference with gold, silver and bronze recognition. Winning utilities will be notified in February 2021. A representative from each utility that wins a gold, silver or bronze award agrees to present on the winning effort at the conference, providing an opportunity for other utility professionals to learn from the innovations of their peers. All winners and finalists will be contacted shortly after the announcement to participate in a case study on their efforts.

**Award Criteria**

Chartwell’s Best Practices Awards in Outage Communications recognize innovative communication initiatives designed to improve the customer experience before, during or after an outage event, regardless of size and scope. Entries may include, but are not limited to, efforts related to strategic planning, contact centers, web and mobile services, employee training, changes in messaging and streamlining of processes.

**Judges will evaluate the following criteria:**

* Improved service through communications or technology
* Innovation or originality
* Quality of the effort
* Measured results in customer satisfaction related to outage communications
* Operational efficiency gains or savings
* Effectiveness - measured results in some or all of the above-noted areas, including technical data to show the technology works or will work

## How to Enter (There is no fee to enter)

**Step 1: Choose the project you want to submit**

Entries are limited to two per utility.

**Step 2: Complete the award entry form**Complete the form. If an entry is submitted by a vendor or consultant, it must be with the utility’s permission and include a contact at the utility.

**Step 3: Email the submission and supporting attachments**  
Email entries to Suzanne Haggerty at [awards@chartwellinc.com](mailto:awards@chartwellinc.com) or submit materials via Hightail at <https://spaces.hightail.com/uplink/2021Awards>. The entry form and description should be included as a Microsoft Word or Adobe PDF file.

Additional components, including printed pieces, presentations, audio/video files, etc., may be submitted electronically with the application either through CD/DVD, portable drives or <https://spaces.hightail.com/uplink/2021Awards>.

## Step 4: Submit physical material If you would like to submit additional material, please mail to:

**Chartwell Inc.**

Attn: EMACS Best Practices Awards

2970 Peachtree Road NW, Suite 250

Atlanta, GA 30305

## Entries must be received by February 10, 2021

Award entries will become the property of Chartwell Inc. and may be displayed or distributed during [PowerUp: Chartwell’s Outage Conference](https://www.chartwellinc.com/event/powerup-chartwells-outage-conference/), June 8-9, or for Chartwell members on Chartwell’s websites.

The award winners will be announced during the awards ceremony and will be recognized in subsequent presentations as well as case studies available in Chartwell’s Insight Center. Images and videos of winners may be used in Chartwell promotional material.

**Questions?** Contact Suzanne Haggerty at [awards@chartwellinc.com](mailto:awards@chartwellinc.com).

# Chartwell's 2021 Best Practices – Outage Communications Award Entry Form

Email completed entry form, project description and additional materials to Suzanne Haggerty at [awards@chartwellinc.com](mailto:awards@chartwellinc.com) or submit via Hightail at <https://spaces.hightail.com/uplink/2021Awards>. The entry form and description should be included as a Microsoft Word or Adobe PDF file. Entries are limited to two per category per utility.

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| --- | --- |
| **Project Name** | |
| Please indicate if accompanying materials will be sent:  Yes, via mail or delivery service  Yes, via email to [awards@chartwellinc.com](mailto:awards@chartwellinc.com)  Yes, via Hightail: <https://spaces.hightail.com/uplink/2021Awards> | |
| **Utility Information** | |
| Utility | |
| Contact at Utility | Title |
| Email | Phone |
| Utility Address | |
| City, State, Zip | |
| **Nominated by: (If different from above)** | |
| Name | |
| Company | Title |
| Email | Phone |
| Address | |
| City, State, Zip | |
| **Brief summary of project, program or effort (125 words or less):** | |

**Detailed project description (1,800 words maximum), including:**

* A history of the project/program or effort.
* Details about the effort including significant dates, major participants and target audience. (Note: Some or all of the effort should have been undertaken between January 2019 and January 2021.)
* The goals and results of the project/program or effort, including how results were measured.
* The facts and features making the project innovative and unique.
* How the project meets the criteria for the award, as outlined above.
* The reason it should win the Best Practices Award.