

Welcome

Directors' Strategic Council

Inaugural Call

November 10, 2021



@Chartwell

CONNECTING THE UTILITY INDUSTRY TO SOLUTIONS

FOR NEARLY 30 YEARS



Chartwell provides actionable insights, collaborative problem-solving opportunities and events to help utilities improve customer experience and operational efficiency.



For more information on Chartwell membership,
please contact Suzanne Haggerty:
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Directors' Strategic Council Chartwell Team



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AGENDA

- ***Welcome & Introductions***
- ***Today's Topics:***
 - ***Creating and refining strategic roadmaps***
 - ***Customer satisfaction, KPIs and leveraging data to make informed decisions***
- ***Wrap up and looking ahead to 2022***

TODAY

Jan. '22

Member questionnaire – issues of interest

Customer satisfaction, KPIs, leveraging data

Creating and refining strategic roadmaps

Operational efficiencies and reducing O&M

Innovative ways to leverage technology

Building & sustaining a customer-centric culture

Driving corporate strategy into the organization

Organization and employee development

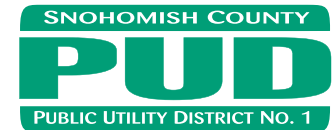
Developing business cases, prioritizing projects

Strategic adoption of channels & platforms

Forecasting, budget planning & management

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MEMBERS



Directors' Strategic Council

LOOKING AHEAD TO 2022

- *Microsoft Teams*
 - *Extend the conversation and share documents*
 - *Chartwell to post call recording, member directory, KPI spreadsheet, etc.*
 - *Schedule a 30-minute support call as needed to register your team as guests on the Teams channel*
- *Next Call, Thursday, Jan. 20, 2022, 2-4 pm EST*
- *Topics: operational efficiencies/O&M savings, technology, customer centricity*
- *Ad hoc connections with utility peers*
- *March 2022 – large-scale meeting*
- *Please complete the very brief post-call satisfaction survey*

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