

## Certificate of Customer Service (CCS)

In today's changing business environment, customers demand the best in service from their electric utility. To provide the professional skills and expertise to exceed the expectations of escalating customer requirements, TVPPA developed the Certificate of Customer Service curriculum. NASBA credits will be listed on course certificate.

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### Core:

#### // Nonverbal Communication

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You cannot achieve anything of significance without the help of others. Solid communication skills are paramount if you desire to gain buy-in from your colleagues, leadership, friends and family; however, your words are only part of your communication repertoire. Studies show that 55% of communication is nonverbal and two people will signal over 800 nonverbal cues over the course of a thirty-minute conversation. This workshop will teach the participants the principles and applications of body language and techniques that can be used immediately to enhance communication and influence.

#### // Communicating Effectively with Utility Customers

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Intermediate – Program Level

14 CPE Credits – Communication Field of Study

“Group Live” – Instructional Delivery Method

This course uses group activities to help you learn and grow as a communicator in various situations. The emphasis is placed on creating and recognizing the time to create a memorable experience for the customers. This course is designed to be available for all levels of utility employees.

This is a NASBA approved class.

*\*There are not any prerequisites for this course\**

## // Selling Utility Services

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Basic – Program Level

7 CPE Credits – Marketing Field of Study

“Group Live” – Instructional Delivery Method

Today, utility customers are looking for more than kW and meter readings from their utility. In our increasingly complex world, local utilities must support complicated customer relationships and offer specialized products or services to meet specific needs. Knowing how to add value to a customer's life is a hallmark of great customer service. This class will focus on understanding how we price our primary product, working with customers, and adding value.

This is a NASBA approved class.

*\*There are not any prerequisites for this course\**

## // The ABC's of Electrical Systems

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Basic – Program Level

7 CPE Credits – Communications Field of Study

“Group Live” – Instructional Delivery Method

This course provides a basic survey of electric utility operations, from generation at the power plant to distribution to the end-use customer. Topics covered include methods of generation, high voltage transmission, distribution methods, electrical terminology, and usage measurement through metering and billing. Emphasis is placed on how to improve business transactions for the customer that you will be handling. This is a basic overview course targeted only for the non-technical employee or board member.

This is a NASBA approved class.

*\*There are not any prerequisites for this course\**

## 2024 CSS Course Dates and Locations:

### Jackson, Tenn. - JEA

Course	Date
ABC's of Electrical Systems	February 6, 2024
Communicating Effectively with Utility Customers	June 4-5, 2024
Selling Utility Services	August 2, 2024
Nonverbal Communication	October 8, 2023

### Brentwood, Tenn. - TMEPA

Course	Date
ABC's of Electrical Systems	March 18, 2024
	September 25, 2024
Communicating Effectively with Utility Customers	March 19-20, 2024
	September 23-24, 2024
Nonverbal Communication	March 21, 2024
	September 26, 2024
Selling Utility Services	March 22, 2024
	September 27, 2024