



CUSTOMER SERVICE: ELECTRICITY 101 & CUSTOMER DE-ESCALATION



January 25, 2024
8:00 am - 1:00 pm
Northeast Public Power Association Training Center

Public power utilities need to be adaptable and responsive to changing customer expectations. After taking this course, the Customer Service Representative will gain a better knowledge of how the electric distribution system works, understand the essential components and definitions of the electric distribution system, and know how to answer the customer without diverting the call to operations or engineering.

In addition, customer service representatives at times will encounter threatening situations when the customer becomes unruly. This course will teach you some de-escalation tactics to calm the customer down politely. You will also understand the barriers to communicating, while not placing yourself in a compromising position.

WHO SHOULD ATTEND?

- All customer service representatives who respond to the customer's questions.
- Anyone who interacts with customers, whether on the phone or in person.

ELECTRICITY 101 TOPICS

- Gain a better understanding of where the power is coming from.
- How to use social media productively.
- Discuss a greener utility.
- Understand who owns what- Electric Utility Responsibility vs. Customer Responsibility.
- Gain a better knowledge of what's on the utility pole.
- Explain the difference between overhead and underground distribution.
- Understand what your Electric Utility Standard Operating Procedure (SOP) is.
- What are some of the causes of power disruptions or outages?
- The dangers of a down power line.
- Gain a better understanding of how to work safely around downed electric lines.
- Understand what your Electric Utility Standard Operating Procedure (SOP) is.
- What are some of the causes of power disruptions or outages?
- The dangers of a down power line.
- Gain a better understanding of how to work safely around downed electric lines.
- Understand what your Electric Utility Standard Operating Procedure (SOP) is.
- Understand Electricity generation, transmission, and distribution.
- The difference between a trouble call vs. a work order.
- The Dig Safe process
- Understand the Electric Distribution Markers.
- The reason for a Police Detail.
- Vegetation Management.
- Gain a better knowledge of the electric utility definitions.

CUSTOMER DE-ESCALATION TOPICS

- What is verbal de-escalation?
- Refrain from using physical force.
- Gain knowledge of verbal de-escalation tactics.
- Learn how to communicate effectively.
- Understand the difference between positive and negative.
- Understand how to be an empathic listener and not be dismissive.
- Recognize and understand body language.
- Understand the encroachment of personal space.
- Understand what a challenging posture is and how to avoid them.
- Understand the tone of your voice.
- Know when to ask for help.
- The do's and don'ts when addressing a customer.

AGENDA

8:00 am	Coffee & Baked Goods Available
8:30 am	Welcome & Introductions - <i>Anthony Calascibetta, CUSP - NEPPA Director of Safety & Training</i>
8:45 am	Understanding the inner workings of Electric Distribution and Operations for a Customer Service Representative - Part I
10:15 am	Break
10:30 am	Understanding the inner workings of Electric Distribution and Operations for a Customer Service Representative - Part II
12:00 pm	Lunch
12:30 pm	Using Verbal De-Escalation Techniques - Dealing with Customer & Public Interactions
2:30 pm	Adjourn

INSTRUCTOR *Additional instructors and guest speakers may also participate and provide instruction.*



Anthony Calascibetta, CUSP **Director of Safety & Training**

Anthony is NEPPA's Director of Safety & Training. He has 40 years of Electrical experience and 25 years of Electric Utility experience. Starting out as a Lineworker, he moved to the Substation Division as a Lead Substation Technician. He is proficient in relay testing, transformer testing, circuit breaker testing, and all aspects of wiring in overhead, underground, metering, and substations.

Anthony is an OSHA Authorized General Industry Trainer, and OSHA Authorized Construction Trainer.

