



## **CTN BROADCAST**

**THURSDAY, SEPTEMBER 14, 2006**  
**9:30 – 10:30 AM CT**

# ***Keeping Customers at Any Price***

### **Featuring:**

**Bonnie McElearney**, Director of Employee Development, Atmos Energy Corp.  
**Vickie Henry**, CEO, Feedback Plus, Inc. [www.feedbackplus.com](http://www.feedbackplus.com)  
**Valerie Sokolosky**, Founder, Valerie and Company [www.valerieandcompany.com](http://www.valerieandcompany.com)

**Target Audience:** All employees

### **Program Overview:**

We are dealing with tremendous changes in the energy industry. Our customer dynamics and demographics have changed – they are more sophisticated and better educated.

This panel of industry & customer service leaders will emphasize and help establish a seamless process of customer service whether the customer is face-to-face, on the telephone or online.

### **Knowledge Gained by Participation:**

- Detail picture of who your customer is and how to think about reaching that customer.
- Recommendations for quality service for external customers, internal customers, and remote customers.
- Understanding the competition. It's not just another utility company.
- Raising the bar.

**For more information, contact:**  
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