

# Customer Service Roundtable

**Thursday, September 16 \* 10 am - 1 pm**



Join customer service personnel from municipal electric communities as we discuss issues being faced at your local utilities. Network and interact with other utility personnel from around the state and learn how they handle the situations you face every day. This is an open roundtable, so feel free to bring questions or concerns you have about any subject and share them with other attendees. Personnel from all municipal electric utilities in Indiana are encouraged to attend, share ideas, ask questions and learn from your peers.

## Customer Service Roundtable

Thursday, September 16 \* 10:00 a.m. to 1 p.m. \* IMPA

Organization/Utility: \_\_\_\_\_

City: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Attendee Name(s) and Title(s):

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\_\_\_\_\_  
\_\_\_\_\_

**REGISTER**

**Website:** [www.impa.com/csroundtable](http://www.impa.com/csroundtable)

**Call:** 317.428.6717

**Email:** [karenp@impa.com](mailto:karenp@impa.com)

**Fax:** 317.575.3372

**Registration Deadline:** September 10