



OUTAGE COMMUNICATIONS LEADERSHIP COUNCIL

 Chartwell

BENEFITS



Tactical Excellence

Be the first to learn about cutting edge innovation, proven best practice tactics, and lessons learned from fellow Council utility members.



Ongoing Peer-to-Peer Collaboration & Problem Solving

Join monthly closed-door utility only video conference calls and biannual in person meetings with peers.



Robust, Highly Curated Network of Peers

Leverage a large, built-in network of industry peers who can be your sounding board, offer expertise, provide benchmarks, and share resources.

INFORMATION SHARING

“The openness of the council meetings and the willingness of everyone to share information with each other is extremely helpful. Because of the ‘utility only’ nature of the meetings, people are happy to share both success stories and failures, which is extremely helpful.”

- Chartwell member



CONNECT & COLLABORATE

Exchange ideas with a rich network of utility industry outage communications leaders who meet monthly to ensure they are finding the most effective and efficient solutions to their problems.

GET BEST PRACTICE STRATEGIES, TACTICS, AND THINKING. YOU'LL NEVER HAVE TO MAKE IMPORTANT DECISIONS IN A VACUUM AGAIN!

Why join Chartwell's Outage Communications Leadership Council?

- Access industry experts, proprietary data, analysis, & member data
- Gain opportunities for exclusive collaboration with your peers
- Get invaluable insight into breakthrough innovations
- Resolve customer pain points
- Keep up with the speed of innovation
- Improve operational efficiency

AREAS OF FOCUS

- **ETR Accuracy & Timeliness**
- **Customer Expectations**
- **Strategies for Restoration & Communications**
- **Vendor Collaboration**
- **Field Crew Training Technology & Incentives**
- **Measuring Customer Satisfaction**
- **Push Alerts & Auto Enrollment**

For more info, contact Tim Herrick at therrick@chartwellinc.com