



PUGET
SOUND
ENERGY

Turushia Thomas
Manager Customer Access Center
19900 North Creek Pkwy
Bothell, WA 98011

Ms. Desirae Haynes
Phone Pro
2301 East 45th St.
Indianapolis, IN 46205

Dear Ms. Haynes:

Subject: Kudos, and Thank You.

The results are in for the months of July and August. I am pleased to inform you that we have seen positive results since implementing Phone Pro in June this year. All of our Agents completed round 1, the first two hours of training in June. Our June customer satisfaction rating increased from 89% the prior month to 94%, our July rating was 91%. Not only have our customer satisfaction ratings increased, I've also noticed a positive change in our communication style (i.e. memos, monitoring feedback, correspondence, verbal communication, etc.).

I want to thank you for providing our Organization with the tools to accomplish this very critical goal. Keep up the great work! We truly appreciate your contribution to our success.

We are becoming true PHONE PROS!

Respectfully,
Turushia Thomas
Manager Customer Access Center
Puget Sound Energy

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cc: Paula Ball-Director Customer Service
Wendy Micklus-Training Consultant