

WELLESLEY MUNICIPAL LIGHT PLANT



MEMO

JUNE 15, 2011

CUSTOMER SERVICE REORGANIZATION

During the past few years the Municipal Light Plant's ("MLP") responsibilities have gone through a number of changes. The two primary changes pertain to energy conservation/renewable energy and the automation of the customer service functions. To place the MLP in a better position to meet the expectations of Wellesley residents and businesses, the following organizational changes have been made.

☞ Suzanne M. Newark has been promoted from Customer Service Supervisor to Office Manager. Suzanne will be responsible for implementing, marketing and monitoring the energy conservation programs. Additional responsibilities will include working with the Town's Network & Information Services Department and Treasurer's Office in the automation of customer services.

☞ William H. Marsh has been selected to replace Suzanne as the Customer Service Supervisor for water, sewer and electric services. Bill's position will focus on three broad responsibilities: timely and accurate billing; collections; and supervision of the Customer Service staff.

☞ Cynthia R. Lowe has been hired to fill the vacant Senior Customer Service Representative position. Cindy is a Wellesley resident and truly understands the importance of providing superior customer service. In the four months Cindy has been employed at the MLP she has already made valuable contributions.

☞ Scott E. Cliff is the newest member of the Customer Service staff. Scott started working at the MLP on April 11th filling the position that became available as a result of Martha Parks retirement. Scott has an impressive background in all areas of the customer service functions including communication and computer skills.

In addition to the above, the MLP has made two supervisory changes. The Administrative Assistant, Mary E. Ward, now reports to Joseph A. Bisol, the Accounting Supervisor. The Meter Reader, David A. Bousquet will work under the supervision of Francisco A. Frias, the Supervisory Electrical Engineer.