

# Professional and Management Training

## CDM Specialist - Certificate Application Process

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We are pleased to announce the newly created CDM Specialist Certificate Program. The MEARIE Group's training certificates are highly regarded in the electrical industry.

IndEco Strategic Consulting (IndEco), has developed and will deliver the course content for this program. With 15 years experience in CDM, IndEco has helped more than 25 LDCs to develop plans and budgets for CDM programming, has designed and delivered residential and business CDM programs on behalf of more than 15 LDCs, is an approved CDM program evaluator for the OPA, and has assisted LDCs in regulatory matters related to LRAM and SSM.

This program will be of interest to CDM staff at all levels of the organization, or those interested in pursuing a career in CDM in the energy sector.

Participants can register for one or more of the course offerings, those that successfully complete all seven CDM based training courses will be eligible for a MEARIE **CDM Specialist Certificate**.

1. CDM Customer Service (\*previously referred to as "Introduction to CDM for Customer Service representatives" - see note below)
2. Introduction to the OEB and Utility Regulation
3. Introduction to the Principles of CDM for CDM Professionals
4. CDM Economics
5. CDM Programming
6. Marketing CDM Programs
7. Monitoring, Tracking and Evaluating CDM Programs

### Applying for Certificate:

Upon successfully completion of all seven courses, contact Winnie Chan, Senior Conference & Training Coordinator who will arrange to have a certificate mailed to you.

*\*Please note that the **Introduction to CDM for Customer Service Representatives** course has been updated to more accurately reflect content relevant to the target audience (CDM Managers, Regulatory Managers, etc.) Anyone that has already taken the **Introduction to CDM for Customer Service Representatives** course will receive credit for that course, towards the CDM Specialist Certificate. Anyone that has taken the original course, and wishes to also take the new course will have the registration fee waived.*

# CDM Series 1 –CDM Customer Service

For registration and other course information contact Winnie Chan, Senior Conference & Training Coordinator of The MEARIE Group, at 905-265-5332, email [wchan@mearie.ca](mailto:wchan@mearie.ca)

Course Development & Delivery by: INDECO



## Course Summary & Objective:

This one day course is an in-depth look at how CDM professionals can enhance their customer service orientation for their CDM customers. Participants will learn about key strategies for customer service in CDM, service standards which may be included in CDM program evaluation plans, and creating service consistency in all customer access points in a CDM program.

## Course outline:

Participants will learn about:

- Assessing your LDC's customer service for CDM programs
- Elements of service excellence, including case studies of customer-focused companies
- Customer service strategies and standards
- Handling CDM customer inquiries and complaints
- Tracking and reporting CDM customer feedback
- Service consistency in CDM program delivery
- Phone and email etiquette in inbound and outbound calling for CDM programs

## Who Should Attend:

This course will be of benefit and interest to Chief Executive Officers, Presidents, Chief Financial Officers, Regulatory Managers, and CDM Managers. Each session will be limited to approximately 10-12 participants.

<b>Date(s):</b>	September 22	<b>Cost:</b>	\$695.00 + GST/HST
		Includes materials, lunch and breaks	

<b>Course Length:</b>	1 day	<b>Location:</b>	MEARIE offices
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<b>Accommodation</b>	Accommodation (see pg. 6) is the responsibility of employer. Lunch will be provided by The MEARIE Group.
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