

CT AWWA Customer Service Heroes Award Nomination Form

Purpose: to acknowledge the superior performance of a water company employee over the past year.

Criteria: Employee must exhibit outstanding performance and dedication to excellent customer service within the last year (September 2024-September 2025). This behavior should prevent or reduce problems from occurring, enhance or restore customer satisfaction, or exceed typical customer service expectations.

Eligibility: To be eligible for the award, the nominee must be employed by a water utility company in Connecticut.

Nomination Process: Nominations must be received by 9/12/2025. Nominations can be submitted by co-workers, supervisors, or individuals. This form must be filled out completely and submitted to:

smiles@manchesterct.gov or Attn: Shannon Miles, 125 Spring St. Manchester, CT 06040

Selection Process: Nominations will be reviewed, and the winner will be selected by CT AWWA Customer Service Committee. The award winner will be announced during Customer Service Week in October 2025. The award will be presented at the **CWWA/CTAWWA Fall Conference**.

Contact: For any questions on the award or nomination, please reach out to Shannon (smiles@manchesterct.gov).

Nomination:

Person Submitting Nomination

Name: _____ E-mail: _____ Phone: _____

Relation to Nominee: _____

Nominee

Name: _____ E-mail: _____ Phone: _____

Employer: _____

Reason for Nomination*

Please provide specific examples that meet the criteria listed above:

*Supporting documentation, photos, or attachments may be submitted with this form