

If you work at an Energy Company, customers expect you to be an Energy Expert. We can help.

Take a day to boost the overall energy knowledge of your entire staff. This one day course ensures everyone—from linemen and others on the front lines to critical support staff—becomes energy resources in your community.

Get ready to make the move:

Customer's
Electric Utility

Customer's
Energy Partner

We will focus on:

- Defining your role as utility employees in the context of a rapidly changing industry.
- Increasing knowledge of energy/electricity.
- Increasing knowledge of equipment, including review of all residential equipment and appliances.
- Increasing knowledge of how customer behavior affects energy use.
- Identifying and debunking “energy myths.”
- Applying that knowledge to help customers better understand and manage their energy use.
- Understanding/reading customer energy load profiles.
- Strategies/techniques for handling high bill inquiries.

Meet the Instructor

Mark Gosvener, COO

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Need a spark for your energy programs? Have Mark talk to your staff. He has been helping utilities across the Northwest and California tap into efficiency rebates and deploy energy programs since 1981. Mark has a heart for building communities. He has made more than a dozen trips to Africa, where he helped build a village for orphaned and vulnerable children.

“Mark rocked the house last year.”

—Hank James

*Manager, Corporate Services
Wells Rural Electric Cooperative*