



Council Meeting Staff Report

December 4, 2024

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| Agenda No.: | 6.a. |
| Indexes (Council Goals): | DPU FY26 - 3.0 Be a Customer Service Oriented Organization that is Approachable, Communicative, Efficient, and Transparent, DPU FY26 - 6.0 Develop and Strengthen Partnerships |
| Presenters: | Karen Kendall; Catherine D'Anna |
| Legislative File: | 19435-24 |

Title

Presentation: APPA Recognizes DPU with Two Awards

Body

1. On October 28, 2024, the Los Alamos Department of Public Utilities (DPU) was presented a Public Power Customer Satisfaction Award for providing excellent service to Los Alamos County. The recognition came from the American Public Power Association (APPA) at its annual conference in Louisville, Kentucky.
2. On October 30, 2024, the Los Alamos Department of Public Utilities (DPU) received an Excellence in Public Power Communications Award from the American Public Power Association (APPA) at its annual conference in Louisville, Kentucky.

Ms. Joann Gentry, DPU Business Operations Manager, attended the conference and accepted the awards on behalf of the Customer Care Center and the DPU Public Relations Manager. Copies of the press releases are attached.

Attachments

- A - PREL_ DPU receives national customer satisfaction award
- B - PREL_ Excellence in Communications award presented to Los Alamos County Utilities