



Excellent customer service, every time.

C

Communication

We will listen and respond promptly.

I will respond to non-emergency calls and emails within 24 hours, and I will provide proactive status updates.

A

Adaptive

We will change to get better.

I will be flexible to accommodate my customers' needs and commit to continuous improvement.

R

Reliable

We will be dependable and act with integrity.

I will do what I say I'm going to do, and if I have to say "no," I will explain why and try to find the "next best" solution.

E

Expert

We will know all services available.

I will learn as much as I can to find solutions.

S

Solution-Driven

We will provide innovative solutions.

I will provide more than one option and ensure a seamless customer experience.