

# Memories from a Lifetime of Service: Reflections on Public Service Indiana



Public service is a calling that has the power to change lives, both those who serve and those who are served. For me, the opportunity to work in public service for over 30 years was an honor and a privilege. I am grateful for the experiences I have had and the people I have met along the way.

## Doc: Memories from a Life in Public Service (Indiana)

by Otis R. Bowen

★★★★☆ 4 out of 5

Language : English



File size	: 3547 KB
Text-to-Speech	: Enabled
Screen Reader	: Supported
Enhanced typesetting	: Enabled
Word Wise	: Enabled
Print length	: 262 pages
Lending	: Enabled



I started my career with Public Service Indiana (PSI) in 1985 as a customer service representative. I quickly learned that I enjoyed helping people and that I was good at it. I was promoted to a supervisor position within a few years and then to a management position. In my management role, I was responsible for a team of customer service representatives. I enjoyed working with my team and helping them to develop their skills. I also enjoyed the challenge of finding ways to improve the customer experience.

In 2005, I was promoted to the position of Vice President of Customer Service. In this role, I was responsible for all aspects of customer service for PSI. I was proud of the work that my team did to provide excellent customer service to our customers. We were recognized for our efforts with several awards, including the J.D. Power and Associates Customer Service Award.

In 2015, I was promoted to the position of President and CEO of PSI. I was honored to be chosen to lead such a great company. I was committed to continuing PSI's tradition of providing excellent customer service and to finding ways to make our company even better.

During my time as President and CEO, I was involved in several initiatives that I am particularly proud of. One of these initiatives was the launch of our Smart Grid program. This program involved the installation of new technology that allowed us to improve the reliability and efficiency of our electric grid. Another initiative that I am proud of was the launch of our Energy Efficiency program. This program helped our customers to reduce their energy consumption and save money on their energy bills.

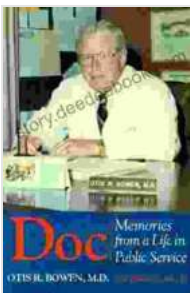
I retired from PSI in 2020. I am proud of the work that I did during my time there and I am grateful for the opportunity to have served the people of Indiana.

Here are some of my favorite memories from my time in public service:

- Helping a customer who was struggling to pay their bill. I was able to work with the customer to find a payment plan that worked for them and I was able to help them keep their electric service.
- Working with my team to develop a new customer service program. The program was a success and it helped us to improve the customer experience.
- Being recognized for my work with several awards, including the J.D. Power and Associates Customer Service Award.
- Being promoted to the position of President and CEO of PSI. I was honored to be chosen to lead such a great company.
- Launching the Smart Grid program. This program involved the installation of new technology that allowed us to improve the reliability and efficiency of our electric grid.

- Launching the Energy Efficiency program. This program helped our customers to reduce their energy consumption and save money on their energy bills.

I am grateful for the opportunity to have served the people of Indiana. I am proud of the work that I did during my time in public service and I am confident that PSI will continue to provide excellent customer service for many years to come.



## Doc: Memories from a Life in Public Service (Indiana)

by Otis R. Bowen

★★★★☆ 4 out of 5

Language : English  
File size : 3547 KB  
Text-to-Speech : Enabled  
Screen Reader : Supported  
Enhanced typesetting : Enabled  
Word Wise : Enabled  
Print length : 262 pages  
Lending : Enabled





## Trekking the Breathtaking Scotland Coast to Coast Trail: A Comprehensive Guide to Britain's Epic Long Distance Trail

Lace up your boots and prepare for an unforgettable adventure as we delve into the captivating world of the Scotland Coast to Coast Trail. This...



## The Easy Guide to Playing Piano Scales: Piano Lessons for Beginners to Advanced

Piano scales are an essential part of any pianist's repertoire. They help us to develop our finger dexterity, coordination, and musicality....