

To: All PTL Team Members
From: Josh Mueggenborg, Energy VP Sales
Date: August 17, 2020
Re: SGA Excellence in Crisis Award

PTL was recently awarded the Excellence in Crisis Award from the Southern Gas Association for the category of Engineering Innovation. This award recognizes individuals or companies who have developed innovative processes or programs in response to the crisis. PTL was recognized for the Online Customer Portal and GRID (Gain Reliable Intelligent Data) handheld device.

This innovation ensured that PTL customers did not experience any interruption in products or services by allowing them to place, track and accept their orders in a safe, contactless manner. These technologies add an extra layer of reliability and efficiency with the built-in safety mechanism that lends itself perfectly to these trying times.

Our essential personnel have been able to receive all instruction and execute deliveries seamlessly without the need for face-to-face interaction. By placing an order through the customer portal, the customer knows exactly how much of which product or service they're receiving and when they're receiving it. A tracking number is provided instantly. The GRID handheld device plays a crucial role in the second half of the delivery process by providing real-time updates on delivery and allowing the customer to complete the order and receive all necessary documents and invoices as soon as the transaction is complete. Providing this automation has allowed our customers to receive uninterrupted service and billing while minimizing human interaction and thus protecting our mutual valued Team Members.

[Click here](#) to view the virtual award recognition.

This is a great accomplishment for PTL and could not have been accomplished without the input of various departments and Team Members. Congratulations to all involved!