



# Achievements in Utility Customer and Employee Experience: 2019 winners

## E Source Forum 2019 speaker interview

By Lisa Schulte

January 8, 2020

---

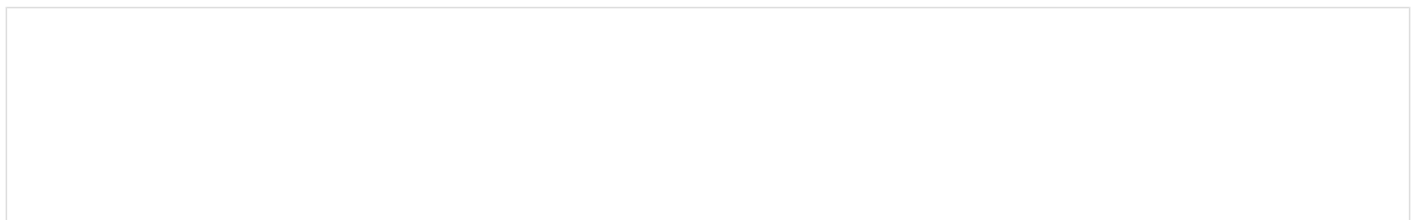
The winners of this year's Achievements in Utility Customer and Employee Experience spoke about the exceptional projects their utilities designed that delighted their customers and made a more enjoyable and supportive workplace for employees.

If you're an E Source member, visit the [E Source Forum 2019](#) page to download the presentations.

After the session, we asked Arielle Resol, social media analyst at ComEd, a few questions about her presentation. Check out her video responses below.

Our questions for Resol:

- What was it like to create the virtual reality (VR) modules for ComEd? (0:13)
- What was the process for getting executive leadership to buy in to this endeavor? (1:51)
- What are the benefits of using a VR experience to train employees in the field? (2:29)
- Tell us about the training modules. What areas do you cover in the VR experience? (3:17)
- What are other good applications of VR for training? (4:30)





---

© 2008 - 2025 E Source Companies LLC. All rights reserved.  
Distribution outside subscribing organizations limited by [license](#).