

FACILITIES SERVICES



Mike Boggs **OCTOBER 2011** **Employee of the Quarter**

Nominated by Lanny Joyce

Recently Mike had to go way beyond the normal call of duty in his daily role as the steward of all utility metering on campus. Normally there are 6 people in the Mechanical Shop that do most of our meter reading, leaving only a small list of special meters that he would need to read. Due to a last minute shortage of staff, Mike had to read nearly 500 meters. It took nearly three full days of visiting almost half of the buildings on campus. His strong sense of stewardship and dedication to our metering system and the billing functions for utility costs ensured that this particular month was billed as a normal month.

This latest legendary service is an example of Mike's dedication to quality, teamwork, and excellence in our metering system. His goal is to "let no units go unmetered" which is a daunting task for a metering system of our size, but one he takes very seriously. Over the past year Mike has completed course work to enhance his skills in working with all of the many stakeholders and customers he interacts with on a daily basis. This extra effort has increased his effectiveness in the metering program, and his work on new initiatives such as our "real time metering" efforts, connecting electric and heating metering for continuous data access.

Due to Mike's hard work and leadership of staff in the Electric and Pipe Shop, all repairs, replacement, and upgrades of meters is done in a timely and cost effective manner. In addition, he is our single point of contact for all new building projects and major renovations that require construction phase utility metering and new or replacement metering on completion. He makes sure to support the project teams and contractors to answer questions quickly and facilitate their completion of the installation work correctly.

Mike Bogg's is an exemplary Cornell community member - while traveling around campus on foot, he goes out of his way to help parents, students, and visitors; he calls in maintenance issues he sees; and even picks up trash wherever he sees it.