



Putting **Customers First** Since 2002

Natural gas is... natural gas. All providers sell the same commodity-based product.

So, how does a company that competes for customers distinguish itself?

Sherry Horvieth, director of consumer services for Walton Gas, believes it is with a relentless focus on the customer. She is here to tell you: "We are looking out for you."

Sherry worked in customer service long before the start of Walton Gas in 2002. Her experience and passion for taking care of customers were a perfect fit for the new gas company. She quickly became the driving force in setting a standard and culture that sets Walton Gas apart from the other providers.

"There are some large companies in this business, serving customers in multiple states, that place a priority on marketing and sales. We get it; that is important," she said. "Our approach is a little different, however. Our number one focus is on improving the customer experience. We want to be easy to do business with."

Walton Gas goes above and beyond to make sure customers are taken care of, Sherry emphasized.

"We take every interaction personally. We listen, try to understand concerns — and we keep our word," she said. "We certainly aren't perfect. When we make a mistake, we always make it right."

Sherry oversees all aspects of customer service, including a 40-person contact center and three walk-in offices. She takes pride in working alongside a dedicated team of customer service professionals who all share the "Walton Way" approach to the business.

"We all live here, and we only serve customers in Georgia," she said, explaining the value of local connections. "We win when we are straightforward with customers, communicate well and do the right thing."



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—Sherry Horvieth, Director of Consumer Services

gas up the stove

Irresistible Banana Pudding

1 can sweetened condensed milk	1 box vanilla pudding	1 box vanilla wafers
8 ounces cream cheese, softened	3 cups cold milk	5-6 bananas, sliced
	12 ounces whipped topping, thawed	

Beat together sweetened condensed milk and cream cheese until mixture is smooth. In a separate bowl, mix pudding and cold milk. Add pudding mixture to cream cheese mixture until well combined. Add half of the whipped topping and stir. To begin assembling the dessert, place a layer of wafers in the dish. Next, place a layer of bananas. Spoon pudding mixture on top. Repeat layers. On top, spread remaining whipped topping and sprinkle with cookies. Serve.

Submitted by Linda Dowdell of Kennesaw. Featured recipes are not independently tested, so we must depend on the accuracy of the cooks sending them. Always use safe food handling, preparation and cooking procedures from the recognized experts.



A
delicious
layered
dessert!

SEND US YOUR RECIPES! The best entry each month will appear in the Gasette and receive a FREE cookbook.

Send recipe, name, address to:

Walton Gas; Attn: Recipe
P.O. Box 260
Monroe, GA 30655
or gasette@waltonemc.com

Love, Italian Style

Looking for the perfect locale for a memorable Valentine's Day dinner? Dirty Rascal is just the place. From its classic Italian-American comfort foods to the name's inspiration, this restaurant is oozing with love.

Led by James Beard-nominated chef Todd Ginsberg, the restaurant opened last month inside the luxury Thompson Hotel in Atlanta's Buckhead Village.

Ginsberg pays tribute to his mother — who nicknamed her mischievous child “dirty rascal” — with some of the home-style dishes on the menu. Her cooking inspired the restaurant's signature meatballs and the veal parmigiana.

The menu also includes favorites like king crab scampi, chicken scarpariello, tortellini lamb Bolognese and eggplant parmigiana. Dishes like the lasagna are meant to be shared, making them ideal for a Valentine's Day meal.

Even the Dirty Rascal dining room is made for a romantic night on the town. Couples can slide into one of the six red leather banquettes, each adorned by its own chandelier.



Dirty Rascal is on the lobby level of the Thompson Hotel, a Walton Gas customer. Make dinner reservations at dirtyrascal.com.

GEORGIA PROUD
Walton GAS

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