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ELECTRIC UTILITY COMPANIES AND EXECUTIVES HONORED FOR OUTSTANDING CUSTOMER SERVICE

DALLAS (October 26, 2015) - The Edison Electric Institute (EEI) today announced the recipients of its 2015 Awards for Outstanding National Key Accounts Customer Service. The awards were presented during EEI's fall National Key Accounts Workshop. There are two categories of awards, the National Key Accounts Program Award and the National Key Accounts Executive Award. These awards recognize EEI member companies and National Key Accounts executives for providing superior service to multi-site customers.

Votes were cast by EEI National Key Accounts customers, representing a wide variety of industries, including national brands such as Costco, HealthSouth, Marriot Hotels, Staples, TJX Companies, and Walmart.

Recipients of the National Key Accounts Program Award for Outstanding Customer Service include:

- American Electric Power
- Dominion Virginia Power
- Duke Energy
- PECO
- Southern California Edison
- Southern Company

Recipients of the National Key Accounts Executive Award for Outstanding Customer Service include:

- Ellis Adger, Florida Power & Light Company
- Janet Booker, Southern Company
- Judy Corrigan, Xcel Energy
- Barry Mosser, American Electric Power
- Greg Read, Duke Energy
- Cindy Verner, Southern Company

"Building and maintaining close relationships with customers are critically important for utilities today as customers' needs are evolving faster than ever," said EEI President Tom Kuhn. "This year's award recipients are leading the way by providing exceptional customer service, as well as products and services that are helping to make their customers more efficient and more productive."

The Awards for Outstanding National Key Accounts Customer Service were established by the Customer Advisory Group, a group of 22 national chain customers that provide feedback, guidance, and support to EEI's National Key Accounts program. EEI's National Key Accounts is a customer-oriented program where leading multi-site customers and electric utility account representatives collaborate to develop efficient energy management strategies that can be integrated into facilities nationwide.

"The EEI Outstanding National Key Accounts Customer Service Awards reflect the value that the recipients bring to their multi-site customers," said Art Justice, Vice President of Energy and Sustainability at Cinemark, which is part of the Customer Advisory Group. "These companies and individuals go above and beyond, making the customer experience easier and more productive. They truly set the benchmark for strong utility-customer partnerships that should inspire all utilities."

Since its inception in 1988, EEI's National Key Accounts program has addressed the unique and growing needs of those commercial customers with multiple sites or outlets, including chains and franchise operations. Through the National Key Accounts network of electric utilities, trade allies, and industry leaders, these businesses gain a single point of contact at each utility that serves their company. To learn more about the program, visit EEI's website [here](#).

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EI is the association that represents all U.S. investor-owned electric companies. Our members provide electricity for 220 million Americans, operate in all 50 states and the District of Columbia, and directly employ more than 500,000 workers. EI has 70 international electric companies as Members, and 270 industry suppliers and related organizations as Associate Members.

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