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## ELECTRIC UTILITY COMPANIES AND EXECUTIVES HONORED FOR OUTSTANDING CUSTOMER SERVICE

**Lake Buena Vista, FL (March 31, 2014)** — The Edison Electric Institute (EEI) today announced the recipients of its 2014 Awards for Outstanding National Key Accounts Customer Service. The awards were presented during EEI's spring National Key Accounts Workshop. There are two categories of awards, the National Key Accounts Company Award for Outstanding Customer Service and the National Key Accounts Executive Award for Outstanding Customer Service. 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 Best Buy, HealthSouth, Staples, Marriot Hotels, The Limited, and Wal-Mart.

Recipients of the National Key Accounts Company Award for Outstanding Customer Service were:

- American Electric Power
- Duke Energy
- FirstEnergy Corp.
- Florida Power & Light
- Southern California Edison
- Southern Company

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

- Janet Booker, Southern Company
- Terry Holt, Duke Energy
- Marge Howell, Northeast Utilities
- Barry Mosser, American Electric Power
- Greg Read, Duke Energy

"Electric utility companies understand the critical role of building relationships with their customers," said EEI President Tom Kuhn. "Building these relationships and providing exceptional customer service require a strong commitment and a dedicated effort. This year's award recipients went above and beyond to create loyal partnerships and to provide a level of customer service and assistance that helped make their customers more efficient and productive."

The Awards for Outstanding National Key Accounts Customer Service were established by the Customer Advisory Group (CAG), a group of 25 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.

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](#).

### Media Contact

**EEI Media Relations**  
Jeff Ostermayer  
[jostermayer@eei.org](mailto:jostermayer@eei.org)  
202-508-5683  
[www.eei.org](http://www.eei.org)

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EEI 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. EEI has 70 international electric companies as Members, and 270 industry suppliers and related

organizations as Associate Members.

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