



demonstrated success in creating a customer-focused culture, developing a team dedicated to customers and providing valued customer facing products and services. These CCOs are focused on their customers and their employees. They actively develop their team and love celebrating success. This must-read for aspiring customer service leaders also tells the stories of the CCOs' career paths and offers a lens into their visions for serving customers now and into the future. This book will offer a powerful and pragmatic road map to a quest for utility customer-centricity. The leadership profiles you will witness are instructive, insightful and inspirational. The specifics and how-tos are as cutting edge as they are practical, obviously forged in the ovens of challenging moments and complex times. This book is not a one-time drive-by read. It should be studied thoughtfully and applied compassionately. —Chip R. Bell, New York Times best-selling author and customer service guru. Penni McLean-Conner is the Chief Customer Officer and Senior Vice President for Eversource Energy, an electric and natural gas utility providing service for more than 3.6 million electric and natural gas customers in Connecticut, Massachusetts and New Hampshire. Penni is a recognized thought leader in the utility industry and actively serves on industry boards. She is a sought after speaker at conferences and is an accomplished author, having published two other books on customer service and energy efficiency.

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