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Penni McLean Conner. Chief Customer Officer and Senior Vice President Customer Service: Utility Style, and Energy Efficiency:

Electric light & power - july/august 2014

Penni McLean-Conner is the chief customer officer at Northeast , McLean-Conner is active in the utility Three utility customer service executives

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Penni McLean-Conner Penni McLean-Conner Prior to joining NSTAR, McLean-Conner worked for 12 years with Duke Power in both electric operations and customer service.

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Penni McLean-Conner is the author of Energy Efficiency Customer Service: Utility Style 4.0 of 5 stars 4.00 avg rating 1 rating help out and invite Penni

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Susan Gilbert is an American author Customer Service (2006) Utility Style : Proven Strategies for Improving Customer Service and Reducing Customer Care Costs by

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said Penni McLean-Conner, satisfaction as solely the job of the customer service team, McLean-Conner utility's long-term goals is to hire

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