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Maureen Russolo Joins E Source as Director of Utility Customer Experience

E Source is pleased to announce that Maureen Russolo has been hired as the new director of customer experience. She'll be responsible for managing the *E Source E-Business*, *Utility Customer Care*, and *Utility Communicators Services*. These utility-focused, membership-based services provide research, best practices, and tools to utilities that are looking to improve corporate communications and customer service as well as maximize the effectiveness of their websites and interactive voice response systems (IVRs).

"We're excited to have Maureen Russolo join E Source. In her previous position at Union Gas, she led the development of the utility's customer experience strategy," says Kenneth Black, executive vice president of Member Services at E Source. "Her experience and passion will be an asset to E Source and our members. She truly knows what it takes to deliver an excellent customer experience."

Russolo has more than 13 years of energy-related experience, including planning, performance measurement, and customer relations. Most recently, Russolo was manager of customer experience at Union Gas Limited, where she was responsible for customer experience strategy and multichannel strategy. She also served on the utility's governance council.

About E Source

E Source has been providing unbiased, objective energy business intelligence to over 300 utilities and large energy users for more than 20 years. We provide analysis, research, and tools that increase the effectiveness of our customers' operations, programs, and customer relationships. Our research analysts and consultants provide expertise in energy efficiency, utility customer satisfaction, program design, marketing, energy management, energy procurement, supply management, and carbon management.

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