

Serving our customers

Customer Experience and External Affairs

Public Utility Board Update

February 28, 2024



CXEA Transition



- Focusing on the Customer
 - Director, ELT, SMEs, Consultants
 - TPU wide strategy developed in 2023
- Deputy Director hired October 2023
 - Plan established organizational chart for CXEA
- Job titles, groups, classification and compensation

CXEA Next Steps for 2024



- Complete Re-organization and hire to complete the team
- Budget
- Continue change management
- Training
- Program development

Our customers

