



“Reinventing & Transforming the Energy System”
Alder Commons Hall Auditorium
at the University of Washington
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Speaker: Jennifer Boyer, PE and Manager, Electric and Gas Systems Engineering, Puget Sound Energy

Title: To Boldly Go: Proactive Customer Outage Communications

Abstract: Puget Sound Energy has been on a journey for the last several years to transform the way we communicate to our customers. Stepping out of our comfort zone and working in more of an agile methodology, we’ve been able to see what works and what doesn’t in outage communication.

Bio: Jennifer has been at Puget Sound Energy for about fourteen years in a variety of engineering and operations roles. Her current department is responsible for the engineering and design of electric and gas transmission, substation, and distribution systems. Jennifer earned her BSEE degree from Seattle Pacific University and a Master of Science in Renewable Energy Systems from Loughborough University.

