

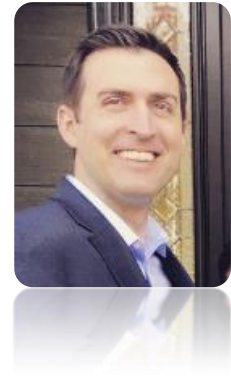


“Reinventing & Transforming the Energy System”
Alder Commons Hall Auditorium
at the University of Washington
April 4-5, 2018

Speaker: Josh Jacobs, Director Business Integration, Puget Sound Energy

Title: Improving Customer Experiences (GTZ)

Abstract: PSE is embarking upon a transformational customer service initiative to drastically improve the experience for its customers. In 2016 the company launched the “Get to Zero” initiative with the vision of eliminating points of friction for customers and ultimately eliminating their need to call PSE. In this session you will hear more about the challenges facing PSE’s customers and the effort that is now underway to improve their digital experience, options associated with billing and payment, PSE’s automation for customer facing field operations, and through it all finding better ways to manage and leverage data to make the customer experience seamless.



Bio: Josh Jacobs is Director Business Integration for Puget Sound Energy. In this capacity Josh is responsible for leading PSE’s customer transformation program called Get to Zero, a multi-year initiative focused on drastically improving PSE’s customer experience. In this effort PSE is embarking upon a wholesale digital transformation, a revamp of billing and payment options for customers, implementing work management automation and leveraging data in new ways for the customer.

Josh joined PSE in 1998 and has served in various roles within the company including customer service, materials management, energy supply, and grid operations. The bulk of Josh’s career has been spent in energy trading at PSE where he managed power and gas supply operations for the company. Josh also served as the lead for PSE’s CAISO EIM implementation directing both the technology and policy initiatives for PSE’s entrance into the market in 2016.

Josh is a graduate of Northwest University in Kirkland, WA where he earned a bachelor’s degree in business administration. He is married with three children and resides in Snohomish, WA.