



Jeannine M. Beran

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Jeannine currently provides Governance and Oversight for all Benchmarking efforts across Exelon Utilities. Exelon Utilities is the Holding Company structure for six operating companies:

BGE - Baltimore, MD

ComEd – Chicago, IL

PECO – Philadelphia, PA

PHI Holding Companies:

Atlantic City Electric – Atlantic City, NJ

Delmarva E&G – Delmarva, DE

PEPCO – Washington, DC

She provides guidance in providing Benchmarking Performance Measures and Best Practices Adoption for Exelon corporate wide. Additionally, her team provides leadership and internal consulting services that support Business Planning efforts, Key Performance Indicator guidance and Continuous Process Improvement/Gap Closure Initiatives that support the Exelon Strategies. These strategies empower employees to consistently achieve excellence in every operational area by defining how we execute, how we manage performance, and how we can be most successful in achieving our vision of performance that drives progress that lead to long-term viability and profitability through enhanced process improvement practices.

Jeannine has strong leadership skills as demonstrated in her current role as well as the many Steering Committees and Industry consortiums in which she is an active participant. She currently holds the Chair position for the EUCG Transmission and Distribution (T&D) committee. See below for some additional examples.

Professional Affiliations

American Gas Association (Gas Distribution): Steering Committee member responsible for recommending and evaluating rotating topics to be covered each year, provide guidance and expertise to the participating companies for clarification about survey data and reporting requirements, data integrity evaluation for several of the survey sections and presentation of the performance results at the industry meetings.

American Gas Association/Electric Edison Institute (Customer Service): Review survey content and make recommendations for content revisions, inclusion of new topic areas of relevance to the industry, data integrity evaluation for several of the survey sections.

First Quartile Consulting (Electric Transmission, Distribution and Customer Services): Major contributor to the planning sessions of the surveys each year, research topic recommendations to address emerging issues within the utility industry, includes recommendations for the utility scorecards by which all participating companies are compared.

Southern Company Consortium (Electric Distribution and Customer Service): Steering Committee member responsible for participation in the planning sessions for the surveys that provides structure to and creates the survey materials, provides research topic recommendations to address emerging issues within the utility industry, data collection recommendations, refining definitions and identifying the need for and establishing sub teams for more in-depth research subjects.

Electric Utilities Committee Group (Electric Transmission and Distribution): Chair of the T&D Committee, contributing member of Board of Directors, providing guidance and support for the EUCG Association, as well as the T&D specific leadership. Provides contributions from utility success stories and potential best practices underway within the Exelon Utilities for potential industry adoption.

CS Week Symposium (Customer Service): Steering Committee member responsible for agenda creation, speaker retention and authorization materials and meeting facilitation. CS Week is the premier annual educational and customer service conference serving electric, gas and water/wastewater utility professionals across North America and around the world. CS Week provides learning and networking opportunities in support of the utility customer experience lifecycle: Analytics, Billing and Payments, Contact Center, Credit and Collections, Digital Customer Engagement, Field Customer Service, and Strategies and Management.