



Maureen Russolo

Senior Director, Utilities Intelligence

J.D. Power

Maureen Russolo is the Senior Director, Utilities Intelligence at J.D. Power, where she works closely with utility clients to deliver actionable insights, to improve the customer experience across Canada and the United States. Before joining J.D. Power, Maureen held several Vice President, Customer Experience roles across various industries, including Retail, Utility ERP Technology, Manufacturing, and Research and Best Practices. Throughout her career, she has led large operational and customer experience teams and has a proven track record of delivering improved customer and employee advocacy and operational excellence. She has deep Utility knowledge and was one of the first individuals to start to focus on customer experience in the Utility industry. She started her career at Union Gas Limited where she held various operational and customer service roles, including creating their first customer experience strategy and roadmap and she worked with dozens of Utilities while at E Source to help them improve their customer experience, digital experience and enhanced operational optimization and she was one of the key individuals that established their consulting practice.

Maureen is a Certified Customer Experience Professional (CXPA), and she is a Certified Change Management Professional (PROSCI) and is an Advisory Board member for the Customer Service Professionals Network (CSPN).