



## Chris Oberle

### Managing Director

J.D. Power

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Chris Oberle is Managing Director, Utilities Practice at J.D. Power where he develops and delivers research and best practices that advise clients on paths to improve customer satisfaction with core service, brand perceptions, product development, customer engagement, communications and outreach efforts. Mr. Oberle has 25 years of experience advising utility managements on how to optimize their customer experiences. He rejoined J.D. Power in 2022 after previously working for the company for 13 years.

Prior to rejoining J.D. Power, Mr. Oberle was a Senior Vice President at Escalent, where he founded and led the syndicated utility practice. In this role, he managed all aspects of the residential and business customer trust and engagement benchmark studies, performance modeling and analysis, management advisory, and best practice reporting. He also developed value-added business partnerships with leading industry consulting and market information firms.

Previously, Mr. Oberle was a Principal at Navigant Consulting, where he was engaged to consult on retail energy company development, ESCO product development, customer service innovation, and process design and improvement.

Mr. Oberle is a frequent speaker at industry conferences and events. He holds a bachelor's degree from the University of Southern California and an MBA from Georgetown University.