



Duquesne Light

Our Energy...Your Power

News Release

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Campbell Hawkins Named Duquesne Light's Vice President of Customer Care
Will Oversee Customer Engagement and Improving Customer Service

PITTSBURGH –Duquesne Light today announced that Campbell Hawkins joined the Company as Vice President of Customer Care.

In this role, Hawkins will be accountable for maintaining the highest levels of customer service and satisfaction, while continuing to evolve the ways in which Duquesne Light engages with its customers. His primary focus is to leverage current and new technologies and techniques to address changing customer needs, while ensuring compliance with all state and federal regulatory requirements.

“Customer needs and expectations are rapidly changing, and much of this change is being driven by new technology,” said Hawkins. “I’m excited to join the Company as it embarks on its journey to reshape how, when and where it engages with its customers.”

Hawkins brings more than 25 years of experience in the utility and non-utility sectors. Most recently, Hawkins was a Vice President for Enervee, a commerce platform for energy efficient products, where he focused on partnering with utilities to drive customer engagement through an online energy efficiency platform. Previously, he worked in Customer Operations for the Los Angeles Department of Water and Power where he was charged with overseeing billing, revenue and credit management, the customer contact center, and developing a number of residential customer programs. He also held various customer-focused roles with the Southern California Edison Company.

“Campbell’s unique experience coupled with his dynamic leadership capabilities, sound business acumen and ability to provide strategic vision and perspective make him a valuable asset to the Company,” said Rich Riazzi, President and CEO of Duquesne Light. “I am looking forward to the positive impact Campbell will have on the Customer Care team, and in turn our customers.”

A Wichita, Kansas native, Hawkins holds a bachelor’s degree in business administration from North Georgia College and State University and a master of business administration from Webster University in Missouri. Hawkins also is a veteran of the US Army. He will be relocating along with his family to the Pittsburgh area from southern California.

About Duquesne Light Company

Duquesne Light Company is a leader in the transmission and distribution of electric energy, offering superior customer service and reliability to more than a half a million customers in southwestern Pennsylvania.

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