

**FOR IMMEDIATE RELEASE**

**PSE's Phil Bussey Joins the Chief Customer Officer Council**

Utility industry executive joins exclusive organization of C-level customer officers

LITTLETON, MA, July 10, 2012: The [Chief Customer Officer \(CCO\) Council](#), the only member-led peer-advisory network offering insight and assistance into the critical issues facing CCOs, announced today that Philip K. Bussey, Senior Vice President and Chief Customer Officer at [Puget Sound Energy](#) (PSE), has joined the premier think tank for C-level customer executives. There are fewer than 500 CCOs in the world, and now roughly five percent are members of the CCO Council.

Puget Sound Energy is Washington State's oldest local utility and it serves 1.9 million customers across 11 counties. As chief customer officer, Bussey is in charge of driving customer-focused strategies at PSE, in addition to leading PSE's customer solutions, corporate affairs, federal government relations, and state government relations activities. He joined PSE in March 2012 after having served as the CEO of the Seattle Metro Chamber. Prior to that, he served at PSE as senior vice president of corporate affairs.

"I'm looking forward to serving on the Council with colleagues from around the country," said Bussey. "The CCO Council provides a unique opportunity in this industry to share experiences, learn from others and help our organizations succeed, while ensuring that serving customers remains our focus."

"I'm delighted to welcome Phil, our fourth utility industry CCO, to Council membership," said Curtis N. Bingham, founder and Executive Director of the Chief Customer Officer Council. "His 25 years experience in building and maintaining strong partnerships with community, government, and consumer leaders will powerfully benefit Council members and PSE customers alike."

**About the Chief Customer Officer Council**

The Chief Customer Officer Council was created to provide an environment where CCOs can share ideas, concerns, and build best practices that help them avoid experimenting at customers' expense as they drive more profitable customer behavior, create powerful, customer-centric cultures, and drive sustainable business results. Members benefit from one-of-a-kind peer interaction, the annual CCO Summit, member roundtables, research, and more. For more information on the Chief Customer Officer Council, visit [www.ccocouncil.org](http://www.ccocouncil.org), email [info@ccocouncil.org](mailto:info@ccocouncil.org) or call 978/226-8681.

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