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Media Contact:
Bill Bradley
Bottom Line Communications
bill@blcpr.com
Tel.:978/692-7422

Chief Customer Officer Council Names “CCO of the Year”

Tammy McLeod of Arizona Public Service Company (APS) chosen for contributions to her profession, her company and to APS customers

LITTLETON, Mass., Oct. 28, 2010 -- The [Chief Customer Officer](#) (CCO) Council, the only member-led peer-advisory network offering unparalleled insight and assistance into the critical issues facing CCOs, announced today that Tammy McLeod, vice president and chief customer officer (CCO) for Arizona Public Service Company (APS), has been become the second “CCO of the Year” as named annually by the Council. Tammy was chosen from a group of roughly 400 individuals, representing all of the world’s known executives with the CCO or equivalent title. APS is Arizona’s largest and longest-serving electricity utility, serving more than 1.1 million customers.

The CCO of the Year Award recognizes the CCO who has made the greatest strides in elevating the role of the CCO, improving customer relationships, driving profitable customer behavior, creating a customer-centric culture and making the most significant impact on other CCO Council members to help them achieve similar results. The award is presented each year at the Council’s [CCO Summit event](#), which took place on Oct. 19-20 at Oracle Corp.’s world headquarters in Redwood Shores, Calif. The inaugural CCO of the Year was Jeb Dasteel, SVP and CCO of Oracle.

“Tammy personifies the CCO of the Year Award,” said Curtis N. Bingham, founder and executive director of the CCO Council. “Gradually and with uncommon insight, she has refined her company’s culture so that employees recognize the positive long-term benefits of consistent and proactive customer service. Her success is measured not only by the awards her company has earned during her tenure, but also by the loyalty shown by employees, community leaders and customers she has influenced. She has generously and graciously shared her successes, challenges and resultant best practices with numerous other CCOs.”

“I am proud to accept this award on behalf of our dedicated employees, who go the extra mile everyday to make sure our residential and business customers consistently receive the very best service and support possible,” McLeod said. “This award is also a tribute to our management at all levels, who enthusiastically share the ‘customers-first’ commitment.”

McLeod’s responsibilities include management of customer service operations, marketing, and metering. She also oversees APS’ economic development and community relations organizations. Prior to becoming APS’ CCO, McLeod oversaw construction and operations for Southern Arizona.

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“The CCO of the Year Award recognizes not only the individual but also the team effort of peer executive leadership all the way down to the front-line employees for their valuable contributions to improving the customer experience,” Bingham said. “Successful CCOs engage the entire company in understanding customers and meeting customer needs, all with the goal of increasing profits through customer centricity. In this day and age, customers reward companies they trust, and the CCO is uniquely capable of helping align the entire company to earn this trust, and the bottom line benefits that often result.”

About the Chief Customer Officer Council

The Chief Customer Officer Council is the first of its kind -- a member-led peer-advisory network offering unparalleled insight into the critical issues facing CCOs. It was created to provide a safe environment where CCOs can share ideas, concerns, and build best practices that will help them, their companies, and especially their customers succeed. The Council includes CCOs from diverse industries, purposefully cross-pollinated with the most forward-thinking companies, large and small. For more information, visit www.ccocouncil.org, email info@ccocouncil.org or call 978/226-8675.

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