

## **Brian Lewis**

Executive Director of Customer Operations

CMS Energy Corporation and Consumers Energy Company



Brian leads Customer Operations within Customer Experience and Technology. In this role he supports customer experience delivery within our contact centers, complaints resolution team, and direct payment offices. He also owns most of the meter to cash processing, revenue operations, energy assistance and our digital channels. Since joining the company in 2013, Brian negotiated multiple contracts with our union, continued to build the engagement of our workforce, delivered our first mobile app and led delivery of the Company's first quartile customer experience. A non-combat Veteran himself, Brian has been tireless in his support of Veterans as a founding officer of the

Veterans Advisory Panel (VAP) going on to serve two years as the co-chair. Under his leadership VAP grew in both size and stature winning the Rising Star Award in 2019 from the MVAA while maintaining status as a Gold Level Employer. Brian also began partnering with the Michigan Veterans Trust Fund to support energy vulnerable Veterans, giving nearly \$500,000 to that organization to date.

Under Brian's leadership of Customer Operations, the company crafted our pandemic response to include a self-imposed moratorium of shutoffs and nation leading partnership with the state to care for vulnerable customers while maintaining top quartile uncollectible accounts. He went on to testify to both the Michigan House and Senate Energy Committees in favor of MEAP (Michigan Energy Assistance Program) reform, to modernize and expand support to even more vulnerable customers.

Prior to joining CMS Energy, Brian spent twelve years in various customer experience and operations positions at Meijer, Blue Cross Blue Shield of Michigan, and The Auto Club Group (AAA).

Brian holds a BS from Central Michigan University in Business with a Service Sector concentration. He also served as Combat Medical Specialist and Medical Laboratory Specialist in the US Army. After growing up in southeast Michigan, he now calls Rockford, in West Michigan, home.