



# 2017 Winners



## Gregory Boone

Data Solutions Manager  
Edison Energy  
8 Years of Service

Gregory leads Delta Energy's data management product line. Delta uses this invoice data to help clients make significant decisions regarding risk management and energy procurement. Gregory held himself accountable for and managed the transition from the existing data service provider to the new provider, effectively reprocessing more than 2,500 invoices for our largest clients. Despite the extra work involved, he developed a process used by the team in the invoice audit workflow to verify 100 percent of the data was entered into the new system accurately. This data service vendor serves a number of large customers; impressed by the work of Gregory and his team, we are on target to become the vendor's preferred partner, differentiating our service in the industry.

Gregory works creatively to improve the efficiency and quality of each task he touches. For example, one of the services Delta provides to clients involves reporting monthly consumption and cost metrics. Gregory helped automate this process by creating a more user-friendly report. Gregory also spearheaded a new service offering to create value: historical invoice auditing. He successfully sold a low-risk historical invoice audit project for a prospective energy management client. Because of the value demonstrated, the prospective client indicated that Delta is positioned to challenge the incumbent energy supplier at the end of their current term.

Gregory contributes to all aspects of the business without being asked. There is no task too big or small that he does not volunteer to lead or support. He leads our community service efforts, continually teaches and supports new team members and he is often the first into the office and the last to leave.



## Scott Brown

Technical Specialist/Scientist 4  
Safety, Security & Business Resiliency  
27 Years of Service

Scott is a spokesperson and subject matter expert on wildland fire matters, including risk mitigation, fire suppression and fire behavior related to first responder and crew safety, protecting SCE infrastructure, maintaining the reliability of the electric grid and minimizing outages and other effects to customers. He provides real-time intelligence to the Grid Control Center and other key operating units and serves as a liaison to firefighting agencies.

Scott is one of only two fire management officers at the company. As a trained firefighter and journeyman lineman and troubleman, Scott is uniquely qualified for a job that requires him to coordinate firefighting resources, aviation operations and SCE restoration work. This is all done while keeping first responders, the public and our crews safe from fire, electrical and environmental hazards and ensuring that impacts to SCE customers are minimized.

Scott's fire management knowledge and experience and his expert knowledge of the distribution system are both instrumental in explaining complex reliability issues and restoration challenges during outages. These, coupled with the credibility that Scott has earned with local fire and emergency management agencies, proves crucial in winning over key local stakeholders and getting them to see Edison as a cooperative partner. Field crews recognize Scott's knowledge and skills as well as his willingness to share and help to make others better and safer. Scott radiates competence and confidence, and his infectious positive attitude make those around him perform at their best under difficult, dangerous and demanding conditions.



## James Chitty

Analyst-Program/Project 2  
Finance  
3 Years of Service

James is responsible for facilitating the capture of supplier discounts that save the company millions of dollars each year, responding to complex data requests for both internal/external clients and identifying technology improvements to enhance process efficiencies. James welcomes change and new ideas. He actively seeks out and introduces new concepts to drive improvements within our organization and beyond. He has streamlined our accruals process, reducing the processing time by one-third. He reduced costs by developing a tool that allowed us to grow our electronic payments, thereby reducing paper checks by 42 percent. He also played an instrumental role in capturing supplier discounts, leading to O&M reductions of \$10-11 million per year, with a consistent best in class 98 percent capture rate. In addition, James researched, presented, and garnered approval for his idea to automate some of the repetitious reporting tasks within Accounts Payable. He is also working with Customer Service to improve the processing of energy-efficiency incentive payments.

James is a man of integrity because he always delivers on his commitments and promises. He always puts forth his best effort and is never one to make excuses. He handles issues directly, openly and respectfully with his leaders and peers, and acts with a sense of urgency whenever he is called upon to provide a solution to a problem. James is a strong team player who fosters a positive, open environment where many of his co-workers go to him for guidance on work-related and personal matters. His enthusiasm is very contagious. He is one of our main go-to people in the department when emergent and critical needs must be met with quality results. James is frequently given special assignments that challenge him to go above and beyond his role, and he always delivers great results. James' work is important to the overall company because, given his continuous improvement mind-set, he is always looking for ways to streamline processes and make them more efficient.



## Traeger Cotten

Engineer 3  
Customer Service  
13 Years of Service

Traeger provides assessments of energy-efficiency opportunities to customers in California's Central Valley across virtually every project type, including agricultural, dairy, industrial food processing and water system applications. His work illustrates how as a utility we can be a key facilitator of improving operations and financial viability for our customers. He is sought after for technical advice and consultation by many internal/external partners, including other utilities and water agencies. His efforts helped identify new agricultural measures to be adopted into the statewide Demand Side Management portfolio. His project reports are among the most accurate submissions to SCE's third-party technical reviewers and since he readily shares his best practices with colleagues, the overall quality of the Field Engineering group's work has increased as well.

Despite his heavy workload, he is always there for customers, which is reflected in his perfect 100 percent customer satisfaction survey rating. He goes above and beyond to ensure that he answers their questions, sets appropriate expectations and provides accurate savings calculations — even making himself available on evenings and weekends. He sets the bar higher than any of his peers and expects results commensurate with his unmatched drive for excellence. Rather than take credit himself, he knows he's one contributor among a remarkably talented and capable team, and he never fails to recognize the contributions of those who assist in getting the job done.



## Christian Farley

Technical Specialist/Scientist 3

Transmission & Distribution

12 Years of Service

Christian helps facilitate the logistical needs of the Major Apparatus group for all major equipment in Substation, Construction & Maintenance (SC&M). He receives incoming deliveries from vendors, stages/stores all major equipment until needed for construction and arranges transportation of equipment to the construction site and, in some cases, schedules cranes to help off load. Christian ensures construction crews have the material, tools and equipment necessary to complete projects safely and on time. As one example, Christian realized that the delivery date for 66 kV disconnect switches would negatively affect the proposed construction schedule of a substation. Christian went beyond his responsibilities, promptly notified all necessary parties and worked to expedite the delivery date. Because he identified the potential issue ahead of time and took the initiative to correct the issue, the manufacturer was able to move up its delivery date to a time that would better align with the construction schedule.

He is highly respected by his peers for fostering a positive work environment, paying attention to detail, delivering on his commitments and promises, promoting safe work practices and keeping high expectations for vendors, which demonstrates his drive for results. Christian has served as a pivotal member of the team and is a go-to person for much of SC&M because of his knowledge and expertise. His hard work ethic, respect for others and genuine pride in what he does exemplifies SCE's core values and can be seen in what he does and how he conducts himself every day.



## Philippe Gerretsen

Energy Contracts/Trading Specialist 3  
Energy Procurement & Management  
6 Years of Service

Philippe is responsible for the management and administration of energy-related contracts executed by SCE's Energy Procurement department. He manages the day-to-day relationship with counterparties on new resources, creates and completes contract changes and handles contract disputes.

Philippe manages a very large, diverse and complicated portfolio of contracts. For example, Philippe resolved a dispute with a generator by identifying operational changes — including both the use of technology and a lower-cost source of fuel for the plant — that will continue to provide value to SCE's customers and the CAISO market for years to come.

Philippe mentors junior contract managers and takes a proactive role in continuous improvement projects, like Energy Procurement & Management's Vision 2020. This initiative reviewed existing processes and systems and proposed improvements to the areas deemed to have the highest impact to the company. There were eight areas of focus and teams created for each area. Philippe provided feedback and support to all eight teams and reported to Energy Procurement & Management's senior leadership team on the progress. The program was a complete success because of Philippe's leadership and creativity in keeping the teams on point while allowing them to develop resolutions to the issues at hand.

Philippe is the person you want on your team when there's a challenging project or task at hand, not just because you can count on him to make a contribution toward the success of the endeavor, but because he is also a pleasure to work with and to learn from.



## Randall Granaas

Senior Engineer

SONGS

25 Years of Service

Randall is the nuclear fuels subject matter expert for SONGS. He is responsible for all aspects of fuel, including maintaining the inventory, preventing inadvertent criticality and reviewing and approving any movement of fuel, including offload, to dry storage. Randall works around the clock to ensure the station is on the forefront of industry best practices while also protecting the health and safety of the public. An active participant in numerous industry organizations, Randall has used the information gleaned through these user groups to save substantial time and money at SONGS. For example, Randall's knowledge of research being done by EPRI has helped SONGS focus on the more promising methods to monitor storage canister integrity.

Randall is tremendous ambassador for the industry and our community: Randall provides fact-based, comprehensive answers on spent fuel storage that frequently involve acknowledging that the industry does not yet have all of the long-term answers. In providing this type of response, Randall has gained the trust of many skeptics, who may not be comfortable with the prospect of storing fuel here but are satisfied that they are getting complete and truthful responses. Randall's frankness, his use of facts and the respect he shows to the questioner is the best way to win public trust.



## Jim Hanggi

Manager-Project/Product 2  
Corporate Communications  
14 Years of Service

Jim serves in a critical communications role to deliver messaging to internal and external audiences on the company’s key initiatives, strategy and values – doing so through the voice and words of SCE CEO Kevin Payne using various vehicles, such as the “Coffee with Kevin” videos. He also advises on the company’s brand team, serves as one of the company’s primary public information officers and leads the communications effort on the Aliso Canyon Storage task force. After the shutdown of the gas storage facility, a task force comprised of various agencies and companies impacted by the incident was put together to prepare for contingencies. For this project, Jim is the single point of contact representing the company on media relations and external engagement matters for an issue with significant operational and reputational implications. Jim goes above and beyond to represent SCE and provide input on strategic communications and the marketing roll-out for Aliso Canyon Summer Readiness efforts. He works effectively as a member of a diverse external team while demonstrating an unflappable willingness to raise concerns when questionable proposals are being discussed by other agencies or partnering utilities.

Jim has been a standout employee and leader for more than a dozen years. He has left an indelible mark on the people he has worked with through his quiet and unassuming leadership and engaging style. Regardless of their title, Jim is always respectful of others and treats everyone in a friendly, easygoing manner, no matter the circumstances or challenges he faces. Jim never dwells on the negative, but focuses on how he’s going to go about doing the best job he can no matter the circumstances while collaborating and empowering others. In doing so, he demonstrates professionalism, flexibility and a commitment to excellence.





## Darin Hester

Legal Administrative Assistant 2  
Legal  
7 Years of Service

Darin supports three litigation sections by uploading and profiling incoming/outgoing mail to ensure electronic files are current and consistent according to the naming conventions. In addition, Darin calendars critical dates to ensure litigation deadlines are met, conducts research on technical and procedural issues and addresses attorneys' questions and concerns. Part of the Law department's OpX plan was to move its litigation paper files to an electronic paperless environment. The paperless initiative was large and complex — involving 450 files with more than 60,000 documents — and required significant collaboration with different groups. Even when it seemed as though the initiative was too large for the resources available, Darin's positive attitude never wavered amid doubts from other stakeholders. Darin approached each problem with candor and constructive feedback, always sought solutions to issues and never blamed others. Darin suggested changes to the paperless process that eliminated steps and trained others on the process, too. Without Darin's efforts, the paperless initiative would not have reached the level of success it has achieved today.

Darin is the model employee. He has a strong work ethic and remains positive. Darin consistently goes above and beyond in his role as a litigation clerk. He is always friendly and helpful when dealing with his colleagues. He will stop what he is doing to assist a colleague despite his busy workload. He's skilled in handling multiple challenging assignments and provides high quality and professional work product in a timely and effective manner.



## Mark Illana

IT Specialist/Engineer 4  
Information Technology  
7 Years of Service

Mark's job entails understanding client IT needs and finding solutions that enable business benefits while at the same time aligning with IT standards of maintainability, reliability and cost effectiveness. Mark was a key player in IT's Enterprise Technology Optimization OpX project, setting the direction in identifying SCE's technology redundancies by aligning applications to business capabilities. As part of the team, Mark made a strategic decision to approach the engagement differently. Rather than simply implementing a technology solution, Mark proposed to start with process and people improvements before assuming that technology by itself could provide a solution. He has a passion for finding solutions through technology and relationships by combining his impressive technical expertise with his strong people skills to create beneficial business outcomes. For instance, he was instrumental in influencing IT management to approve and support the creation of IT Ambassadors — a small team of similar-minded IT employees whose goal is to redefine the engagement model between IT and the operating units through the X-Change program.

Mark often says, "We should do the right thing" and we should "put more heart in what we do." He practices these personal mottos by constantly being receptive to feedback and also stating, "I can improve" or "I am still learning." His desire to help and be open with people creates engagement on a personal level. This creates the opportunity, but it is his integrity that drives him to deliver on commitments that create a lasting impression with people that he interacts with.



## Jennifer Leung

Senior Manager  
Operational Services  
10 Years of Service

Jennifer was instrumental in the development and implementation of processes to streamline environmental reviews of projects, e.g. the EHSync Environmental Clearance platform. One of four facets of EHSync, the Environmental Clearance platform helps ensure that our work in the field complies with environmental laws and regulations. Once the system went live, she worked with her peers and team members to conduct numerous presentations and trainings to ensure its success. To date, nearly 100,000 projects have been processed through the system. Owing to this resounding success and recognizing the critical need to expand the system's capabilities, Jennifer worked on the business case to expand the system. She is currently leading the Phase II enhancements to the system in close collaboration with IT, SAP and OU representatives. These enhancements are expected to go live this summer and will not only continue to benefit T&D, but will also let clients like Corporate Real Estate and Generation use the system to efficiently comply with environmental laws and regulations. With the next phase of EHSync going live this year, her passion, enthusiasm and integrity will be crucial in leading SCE through the change and to adapt to the increasing workload.

Jennifer is a role model for our values through her leadership during the group's OpX transition, her development and implementation of a company-wide environmental compliance program designed to meet operational needs and her daily efforts to improve performance. She is a confidante to many, who look to her for advice and guidance. She's the kind of person who continues to have success at pushing a project forward by focusing on the bigger picture, rather than getting stuck on the day-to-day challenges. She's the kind of person who doesn't say no when a difficult question arises, but instead keeps an open mind and considers all alternatives to help drive success.



## Angela Little

Safety & Environmental Specialist 3  
Operational Services  
7 Years of Service

Angela provides technical support to personnel at service centers and substations on environmental operations, implements environmental regulatory requirements at SCE facilities, performs facility environmental inspections/assessments and interfaces with regulatory agency inspectors. Angela is viewed by her peers as someone who is always willing to help so that we all succeed. Due to vacancies within the department, she provided support to additional facilities beyond those assigned to her to help minimize the risk to the company. She routinely helps other environmental specialists by volunteering to assist them in preparation for regulatory agency visits. This involves performing both a site walk to identify any compliance issues as well as a thorough review of all the environmental programs and permits to ensure they are accurate and consistent with the conditions on the property.

Angela quickly understands new technology that is being rolled out to our organization and she has developed job aids and conducted Skype meetings so others can ask questions to better understand the new requirements. Her work product is not only on time, but relevant, user-friendly and complete, which her colleagues greatly appreciate. She consistently builds strong relationships with her clients and co-workers. She approaches her interactions and work activities with integrity and a focus on safety to ensure that employees, the environment, the public and SCE are protected. She is always willing to expend the extra effort to improve processes that result in a positive outcome for the company.



## Samantha Nelson

Senior Supervisor

Generation

12 Years of Service

Samantha is in charge of four peaker plants, managing the daily activities of her team to ensure the availability and service reliability of the engines. Under Samantha's leadership, the fleet has achieved first quartile performance for availability and maintenance costs per megawatt-hour. In addition to her supervisory duties, she recently served as one of the project managers for the Hybrid Enhanced Gas Turbine project. Because of her diligence and dedication, this first-of-a-kind project was completed on time with few issues and it recently won the Edison Electric Institute's highest honor, the Edison Award, which is essentially their U.S. Project of the Year.

Samantha makes sure that her people know that safety is always the No. 1 priority: Last year, one of the peakers had a failed start late at night. A team was called out to investigate the problem and they discovered the hydraulic starter had failed. Repairing the equipment would require cranes, rigging and several hours of work. The team consisted of only two technicians, but they were ready to bring back the unit. After some consideration, Samantha made the decision to wait until she could gather a full crew and appropriate lighting to make repairs. In the O&M field, leaving a plant out of service is practically heresy, but Samantha put the safety of her people first.

The working relationship she has built with her group is something others should strive for. She always treats everyone with respect and makes it clear that they all must treat each other the same way. This relationship results in a higher level of production as her crews drive to do a good job. Nobody on Samantha's team is doing the minimum. Last year one of Samantha's mechanics found a way to save thousands of gallons of water per year by changing a procedure that had been used for years. This is just one example of how Samantha has fostered an environment where her team feels comfortable suggesting changes and knows that Samantha will do her best to make sure the changes succeed.



## Chris Pahl

Manager-Project/Product 2

Ethics & Compliance

8 Years of Service

Chris manages the Privacy Compliance Program, part of the Information Governance organization. This is a large and complex job for a company that controls confidential records and information for thousands of employees and retirees, as well as millions of customers. Chris identifies and tracks all privacy compliance requirements, monitors legislation and industry standards for evolving information protection requirements, develops and conducts training for employees and maintains key compliance controls within the Enterprise Compliance Management System. His efforts as part of the team working with IT Cybersecurity to develop a Data Loss Prevention strategy have resulted in a set of rules for monitoring and blocking the unauthorized access and transmission of sensitive electronic information. Chris also conducts the Annual Privacy Brown Bag presentations and presents at numerous Privacy Road Shows throughout the year. These presentations are a core communication strategy that Chris has developed to educate and empower employees to protect the company's data, customers' personal information and intellectual properties from unauthorized access.

Chris continually enhances the company's oversight and protection of confidential employee and company information. He embraces new requirements and drives the process in support of the latest challenges facing the company on privacy matters. He takes on these challenges with enthusiasm and drives for results. Chris is an inspiration to others within the department and is an outstanding employee who is committed to his work and our community. He continually goes above and beyond, taking the necessary critical actions to shape policy and procedures and educates others on best practices to protect company confidential records and information. Chris also shapes many lives through his community involvement. His passion for giving of time and energy is contagious.



## Erin Pulgar

Manager-Project/Product 2

Regulatory Affairs

6 Years of Service

Erin manages multiple regulatory proceedings and legislative activities that directly affect tariffs and/or company policy. Erin also develops new tariffs or tariff modifications to implement the outcome of these proceedings, including complex issues such as the Port of Long Beach, Green Tariff Shared Renewables and the Net Energy Metering (NEM) Successor Tariff. Erin is also a key consultant to senior management on tariff-related issues. Anyone who knows Erin will attest to her ability to take a complex concept or program, break it down and explain it in simple terms. She has impeccable writing skills that complement her in-depth knowledge of a subject, so not only does she understand the complex concept, but also she can articulate it in an easy-to-understand manner. Erin has written technical requirement documents and assessed metering configurations that would impress seasoned engineers. She is also accountable in everything she does, leaving no compliance item unaddressed.

Erin exemplifies continuous improvement by constantly evolving in her performance and potential by project managing and developing tariffs for very complex issues. She has met numerous times with customers, as the lead or consultant supporting the Business Customer Division, to explain regulatory as well as the metering and technical aspects involving our NEM-related tariffs and programs. Erin's ability to lead with vision is what helps set her apart from her peers. She is a role model to many for her acumen, efficiency and organizational and writing skills. She consistently takes her job performance to the next level and exceeds all her performance goals and management's expectations.



## Lydia Roman

Manager-Project/Product 2

Government Affairs

18 Years of Service

Lydia represents public affairs in the development and delivery of strategies and tactics to advance major issues, programs and projects. Much of her time is focused on coordinating resourcing between multiple programs to ensure all deadlines are met. Lydia's portfolio has a number of complex projects that could create reputational issues for the company. For instance, SCE recently completed the TRTP 500 kV underground project through Chino Hills. In her former role as a region manager, Lydia was the face of the company during this turbulent time. In many instances, she encountered hostility from the community, during which she always kept her composure and professional demeanor.

Lydia has shown a willingness to adapt to a new way of doing things while also helping her overall team develop new standards that continue to raise the bar on performance. A high achiever, she is open to feedback, eager to learn and takes advantage of every opportunity to grow as a professional. Lydia understands the importance of working with and across functional boundaries to accomplish more than she could on her own. She has participated in and built teams to implement initiatives that improve stakeholder communication and experience. During the department's reorganization, Lydia didn't skip a beat and transitioned without hesitation from the old to the new model. Instead, she found many new and innovative ways to leverage her solid project management skills and professional expertise to lead many new ideas that benefit the department and company.





## Ashley Sauer

Manager  
Customer Service  
8 Years of Service

In her role as interim senior manager, Ashley leads a group of analysts and project managers in the Residential Energy Efficiency group who are responsible for overseeing critical residential Demand Side Management program functions. She has led a successful continuous improvement initiative that resulted in SCE's low-income customers receiving timelier bill payment assistance. The outdated, extremely slow, paper-based application system had not been changed in more than 30 years. Under Ashley's leadership, the team developed and implemented a paperless, online application system that streamlined the process from three months to nine days. In addition to improving our internal processes, she developed training and reference materials and coordinated training for all stakeholders, including the community-based organizations (CBOs) across SCE territory that help customers apply for funding. As a result, the project significantly reduced the time spent on the phone with the CBOs by SCE's Call Center Offline support group — from nearly 2,000 calls monthly to practically zero.

Ashley is a true leader of change. She has been instrumental in developing the strategy and approach to improve our division's culture. She has built a high-performance work environment with diverse people she's pulled together from all corners of the department. She sees strengths in others and leverages them for the good of the company. The team works hard because of Ashley's leadership, vision and inclusiveness. She's collaborative and always delivers on her commitments. She recognizes others and is not one to take credit but shares it with her team. She truly embodies and demonstrates Edison's values every day.



## Lindsey Sayers

Manager  
Transmission & Distribution  
14 Years of Service

Lindsey's group develops the scope of work for additional facilities/upgrades required for interconnection of third-party generation and/or load to the SCE electric grid, part of the generation interconnection cluster studies presented to customers. She goes above and beyond to meet each customer's needs while making sure she is fair to all of them. Lindsey takes the initiative and technical leadership to identify cost-effective solutions for customers and is always looking for value engineering opportunities. For example, she initiated the development of technology to monitor the charging activity of generation projects with energy storage facilities. She is never satisfied with the norm and pushes her employees to take appropriate risks and generate new ideas.

By questioning the status quo, appropriately questioning why things are done in a certain way and formulating the right solution and next steps, Lindsey helps lead positive change at SCE. She treats everyone with respect and integrity. She fosters an open-positive environment not only within her group, but with all of the interfacing organizations. She is a great team leader and makes sure everyone is involved and engaged in continuous improvement. She takes on extra assignments such as the lead for the Engineering & Technical Services Learning Council training program to further the development of our engineers. She also regularly volunteers for external community outreach efforts such as promoting STEM education. Lindsey takes a fearless approach to new challenges. She promotes and celebrates the efforts of those within and outside of her group to foster a safe environment for new ideas.



## Christopher Sexton

Apprentice Lineman  
Transmission & Distribution  
Union Member  
7 Years of Service

Chris builds and repairs SCE power lines while preparing for a future as a journeyman lineman. He not only has to learn the rules, regulations and procedures and put them into practice, he is responsible for teaching and watching out for the crew groundmen. Chris has shown excellent growth through his commitment to his craft, which is on par with some of the highest-performing apprentices in the area. On a daily basis, Chris goes above and beyond his own job by helping others grow in teaching them the right and better way to handle work that is safer, more efficient and effective. He consistently engages other field employees on safety to ensure that he and his co-workers go home each day.

Chris' respect for others and his willingness to listen to his supervisors is commendable, but the truly inspiring thing is his level of respect for his peers and subordinates. Chris is continually challenging himself and improving his skills — seamlessly working with the team to create a cohesive workforce. He shows great patience and takes extra time to help them. He does whatever it takes to assist others and his leadership is an asset to the crew. Chris acts with integrity — never asking another employee to do something that he wasn't doing himself. His high value for excellence is obvious in his craftsmanship, the way he treats people and his pride in his work. When he's done with a job, the workplace or construction site is left in better condition than when he found it.



## Nina Sunseri

Customer Solutions Representative 1  
Customer Service  
13 Years of Service

Nina investigates, responds to and educates customers who have inquiries, concerns or complaints by filtering hundreds of customer interactions on our social media channels. To fulfill the many demands of her role, Nina works long hours, often through the night and into the early morning, monitoring social media posts that tag SCE. She is consistently looking at work volumes and prioritizing her own work to ensure our customers receive a response. Among the highlights of working with Nina is seeing customers coming back and specifically asking for her help to resolve their issues. Due to her outstanding performance, Consumer Affairs reached an all-time high in our overall social media customer experience rating (8 out of 10), and in the number of customers who were “more satisfied with SCE” after their interaction with us on social media (65 percent). Her peers have come to know her as someone they can blindly rely on to complete tasks, assigned or not. Being able to rely on someone to get critical work done, especially when it’s not assigned, is exceptional. There are many notes from peers acknowledging her efforts that go above and beyond what’s expected.

She actively consults with others when clarification is needed, and she’s the first to recognize her colleagues’ accomplishments. Nina demonstrates the highest level of customer care through her genuine, heartfelt passion for listening and helping others. There was an instance where a customer was asking for assistance. Upon researching the issue, Nina found out there was prior assistance given within a certain time frame that precluded us from providing additional support. Nina handled the situation so beautifully that by the end of the interaction, the customer was thanking her. She has a positive attitude, which is infectious, and helps foster an inclusive and collaborative environment. SCE and our customers are fortunate to have her. She constantly donates her time, resources and effort to show how much she cares.