



**Morlon Bell-Izzard**

Washington, DC

*Senior VP of Customer Operations & Chief Customer Officer*

**Pepco Holdings**

Morlon Bell-Izzard provides overall leadership responsibilities for Pepco Holdings' customer strategic governance and planning. She also oversees financial planning, process and technology initiatives, and customer experience where she is responsible for customer research, data analytics and ensuring the voice of the customer is incorporated into all programs.

Morlon joined Pepco Holdings in 2019 from parent company Exelon, where she was responsible for the integration of customer systems and processes for Exelon's six energy utilities and led efforts to identify and implement customer experience best practices. Prior to that, she spent 22 years with BGE in various leadership roles, including director of Customer Care, director of Business Transformation, manager of Customer Projects and Systems Support, director of Customer Relations Initiatives, and supervisor of Applications Development.

Morlon is actively involved in the local nonprofit community and currently serves on the Women's Advisory Board of Girl Scouts Nation's Capital and the board of directors of the Better Business Bureau of Metropolitan Washington, DC and Eastern Pennsylvania. She is also a graduate of Leadership Baltimore County.

She earned a Bachelor of Science degree in Commerce with a concentration in Accounting from the University of Virginia and obtained executive certification in Transformational Leadership from The Darden School of Business. She is also a certified public accountant.