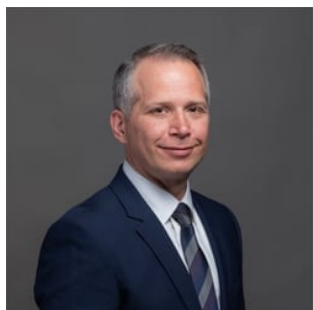




Michael Murphy

General Manager, Customer Operations
Con Edison

Michael Murphy is General Manager, Customer Operations at Consolidated Edison Company of New York, the Electric, Gas and Steam utility serving New York City and the adjacent Westchester County. In this role, Michael is responsible for a number of key Customer functions including customer experience and insights, digital customer experience, bill delivery, quality assurance, and customer related regulatory policy.

Michael has over 20 years' experience in customer service and engagement.