

Michael Gregerson

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EXECUTIVE PROFILE

Accomplished executive with leadership experience in state and federal regulatory and environmental affairs, customer service and large project management. Adept at building positive organizations focused on finding solutions and resolving complex issues.

- Regulatory licensing, lobbying and policy development
- Project management experience
- Customer service experience

PROFESSIONAL EXPERIENCE

STABILITY CONSULTING, LLC – Minneapolis, MN 2004-Present
Management consulting business providing utility and project management services. Also provide negotiation services for regulatory and issues management.

XCEL ENERGY COMPANY – Minneapolis, MN 2000-2003
An 8 billion dollar electric and gas utility with over 3 million customers in eleven states formed through a merger of Northern States Power Company and New Century Energies.

Vice President, Regulatory Projects (2002-2003)

Managed regulatory projects for corporate Vice President of Regulatory and Legislative Affairs.

- Represented Xcel Energy in settlement agreement with Manitoba Hydro and Pimicikamak Cree Nation (PCN).

Vice President, Customer Billing System Conversion Project (2001-2002)

Completed new system review and selection, contract negotiations, project team selection and corporate board approval of \$60 million dollar project, which is now in phase two of conversion. New system will eliminate three existing systems and save significant operating dollars.

Vice President, Customer Care (2000-2001)

Developed a new merged organization of 1,100 employees with \$160 million dollar budget to provide call center, billing, credit and meter reading functions for over 3 million electric and gas customers.

- Saved over \$5 million in operating expenses by negotiating closure of union call center, redesigning business processes and transferring the work of 350 employees to other sites.

NORTHERN STATES POWER CO. – Minneapolis, MN 1973-2000
Northern States Power Company was a 4 billion dollar electric and gas utility with about 1.5 million customers operating in five states.

General Manager, Marketing and Business Development (1999-2000)

Directed organization which provided product development, conservation and energy management services for NSP electric.

- Achieved record demand side management and conservation earnings and exceeded state and corporate conservation goals in both 1999 and 2000.

Vice President, Division Operations (1990-1999)

Responsible for organization which provided electric/gas operations, marketing/sales/ customer service and natural gas supply for 250,000 customers in western Wisconsin and Michigan.

- Completely reorganized division operations and centralized call center services resulting in 9 percent workforce reduction and 8 percent operating cost savings while significantly improving customer service. The new organization won several state customer satisfaction awards.

Director, Customer Operations (1988-1990)

Managed organization of 430 employees responsible for call center, billing, credit and meter reading services for 1.1 million Minnesota Company electric and gas customers.

- Completed merger of two business offices into one employee designed facility resulting in 5 percent reduction in operating budget and significant improvement in employee morale and productivity.

Director, Environmental/Regulatory Activities (1984-1988)

Responsible for federal and state licensing, environmental monitoring and site studies for power plants, transmission and distribution facilities of Northern States Power Company.

- Completed licensing and construction of last large coal fired power plant (Sherburne County Unit 3) in Minnesota
- Completed licensing process and construction of two refuse derived fuel (RDF) processing plants and three RDF power plants in Minnesota
- Negotiated acid rain legislation for Company in Washington D.C.

Manager, Environmental Services (1981-1984)

Supervisor, Power Plant Licensing (1977-1981)

Environmental Engineer (1973-1977)

EDUCATION

Masters of Public Health Degree, Air Pollution major

University of Minnesota, Mpls, Mn.

Bachelor of Science Degree, Aeronautical Engineering major

University of Minnesota, Mpls, Mn.

PROFESSIONAL AND CIVIC AFFILIATIONS

Vice president, Exploring/Learning for Life Program

Board of Directors, Viking Council, Boy Scouts of America, Mpls, MN. (2000-Present)

Board of Directors

Viking Gas Transmission Company, St. Paul, MN. (1994-1999)

President, Board of Directors

Chippewa Valley Council, Boy Scouts of America, Eau Claire, WI (1994-1998)