



## Andrew Heath, Ph.D.

### Managing Director, Utilities Intelligence

J.D. Power

Andrew Heath is Managing Director, Utilities Intelligence at J.D. Power. He is responsible for the company's water, natural gas, electric and airport customer satisfaction studies in the United States and Canada, as well as the company's Utility Website Evaluation Study.

Dr. Heath has more than 25 years of experience working within the utility and infrastructure sectors in both the United States and the UK. Prior to joining

J.D. Power in 2011, he was the director of customer satisfaction services at E Source. Additionally, he launched and directed the company's benchmarking studies for electric and gas company websites and interactive voice response units. Previously, he was acting chief information officer at Powergen, now E.ON, where he developed the company's UK e-business strategy.

Dr. Heath received a bachelor's degree in management science from the University of Lancaster and a Ph.D. in management science from Imperial College, London.