

Executive Summary

Board of Governors Meeting, September 22, 2021

Consumer Services Committee Report

Chair Hasner convened the Consumer Services Committee meeting on Wednesday, September 8, 2021. During the meeting, the committee completed its annual review of the committee charter, with no recommended changes. Additionally, the committee received an overview of Citizens Customer Experience Strategic Plan from Jeremy Pope, Vice President of Customer Experience. Carl Rockman also provided the committee with an overview of the Florida Market Assistance Plan and Depopulation.

The committee's next meeting is scheduled for Wednesday, December 8th, 2021.