

**Consumer Services Committee (CSC) Meeting**

Wednesday, June 11, 2025 • 1:00 p.m. – 2:00 p.m. (Eastern Time)

Teleconference Number: 786-635-1003 • Participant Code: 977 8143 2199#

The Westin Lake Mary Orlando North, 2974 International PKWY, Lake Mary, 32746

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|---------------------|---|--------------------------|
| 1.                  | <b>Approval of Prior Meeting's Minutes</b><br>^ November 20, 2024 [Action Item] | Chair Knight             |
| 2.                  | <b>2025 Catastrophe Planning Update</b>   | Jay Adams<br>Jeremy Pope |
| 3.                  | <b>Customer Experience (CX) Update</b>  | Cecile Latimore          |
| 4.                  | <b>Business Process Outsourcing (BPO) – Call Center Services</b> [Action Item]  | Jeremy Pope              |
| 5.                  | <b>CSC Charter Review</b>   | Jeremy Pope              |
| <b>New Business</b> |   |                          |