

## Consumer Services Committee (CSC) Meeting

Wednesday, June 10, 2026 • 1:00 p.m. – 2:00 p.m. (Eastern Time)

Please visit our website to join via Zoom Webinar

Dial-in: 786-635-1003; Code: 977 8143 2199

Zoom Webinar details are provided directly to Panelists/Speakers

- |   |                                |
|---|--------------------------------|
| <b>1. Approval of Prior Meeting's Minutes</b> | Chair Knight                   |
| ▲ November 19, 2025 [Consent Item]            |                                |
| <b>2. 2026 Catastrophe Planning Update</b>    | Jay Adams<br>Jeremy Pope       |
| <b>3. Customer Experience (CX) Update</b>     | Jeremy Pope<br>Cecile Latimore |
| <b>New Business</b>                           |                                |
| <b>Adjourn</b>                                |                                |