



Big Night In

WITH SVdP GEORGIA



HOPE BUILDER AWARD

Louise Scott
Southern Company
Vice President, Customer Experience

As vice president of customer experience for Southern Company Gas, Louise Scott leads efforts to deliver world-class value to 4.5 million customers in seven states served by utilities of Southern Company Gas. In this role, she has responsibility for customer care center operations, billing, payment, credit collections and remittance, Voice of the Customer and supporting customer initiatives.

Scott brings more than 30 years of experience to this role. Most recently, Scott served as the vice president of customer services for Southern Company's Georgia Power subsidiary, where she was responsible for the company's customer care center in Henry County, smart meters and eBusiness activities that supported 2.5 million customers.

Scott joined Southern Company in 1995 and has served in a variety of leadership roles including vice president and regional chief information officer for the company's Georgia region. She has also served as the Georgia Power manager of region operations in north metro Atlanta, director of customer care center, manager of workforce planning, as well as manager of various power distribution groups.

Before joining Southern Company, Scott worked for Florida Power Corporation in engineering, marketing and franchise negotiation roles.

A native of Gloversville, New York, Scott earned a bachelor's degree in mechanical engineering from the University of Florida and a bachelor's degree in studio art from the State University of New York. She completed the Emory University Goizueta Business School executive program and the University of Pennsylvania Wharton School executive accounting and finance program.

Scott is an active member of the Society of Women Engineers and serves on the boards for the University of Florida Mechanical and Aerospace Engineering External Advisory and the Society of St. Vincent de Paul.

She has also served in leadership roles for numerous community organizations, including the Gwinnett and Cumming-Forsyth County chambers of commerce, Community Foundation of Northeast Georgia, Gwinnett Technical College, Boy Scouts of America, American Cancer Society and United Way.

In 2009 Louise was named a Woman on the Way (WOW) by Atlanta Woman magazine.
January 2018