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PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

### APPENDIX J

# BIOGRAPHIES OF MORGAN K. O'BRIEN, RUTH A. DELOST, AND KENNETH M. JOHNSTON

#### Morgan K. O'Brien



Mr. O'Brien is the President and Chief Executive Officer of Peoples Natural Gas Company LLC ("Peoples"). Mr. O'Brien also is the President and Chief Executive Officer of Peoples' direct parent, PNG Companies LLC ("PNG").

As CEO, Mr. O'Brien has the overall responsibility of leading the business forward and establishing the company's strategic plan. Setting and executing the strategy of Peoples as a utility company is his principal role. Mr. O'Brien understands that work gets done through people, and that people are profoundly affected by culture both positively and negatively. Mr. O'Brien therefore has undertaken efforts to build a positive culture at Peoples.

Since the acquisition of Peoples by SteelRiver Infrastructure North America LP ("SRIFNA"), Mr. O'Brien has been tasked with responsibility to, among other things, create a stand-alone organization that will provide the highest levels of service and reliability to Peoples' customers. Although that work is not yet finished, there has been significant progress in establishing Peoples as a stand-alone company and initiating significant steps that have improved service and will continue to do so. As a result, Mr. O'Brien's current responsibilities now include overseeing the modernization of Peoples' aging system to meet the needs of its customers and region and focusing on maximizing the technology investments made to drive Peoples to be the best customer service company in the state. Under Mr. O'Brien's leadership, Peoples has the tools and the resources to dramatically change the quality of its services to customers, and Peoples is committed to realizing that vision. Mr. O'Brien also serves as the Peoples' chief spokesperson and educator for the people and businesses that the Peoples serves in western Pennsylvania on important energy issues being debated and deliberated on both the federal and state level.

Mr. O'Brien is a graduate of Robert Morris University with a Bachelor of Science undergraduate degree as well as a Master's of Science degree in Taxation. He began his career in 1982 working in public accounting as a CPA. Most recently, Mr. O'Brien spent 19 years with Duquesne Light Company ("Duquesne") with the last 8 and one-half years as President and Chief Executive Officer. During his term as Chief Executive Officer, Duquesne made

substantial improvements in reliability and customer service. During his final year at Duquesne, the company was recognized as the top customer service utility in the region by J.D. Power and Associates. On February 1, 2010, Mr. O'Brien accepted the position of President and Chief Executive Officer of Peoples.

Mr. O'Brien, a Pittsburgh native, serves in numerous civic leadership roles in the region, including: Chairman of the Board of the United Way of Allegheny County, Chairman of the Board of the Greater Pittsburgh Chamber of Commerce, Vice Chairman of the Board of Trustees for the University of Pittsburgh, and Vice Chairman of the Allegheny Conference on Community Development.

#### Ruth A. DeLost



Ms. DeLost is Senior Vice President & Chief Information Officer at Peoples Natural Gas Company LLC ("Peoples"). In that position, she is responsible for implementing and managing all of the Information Technology ("IT") applications, IT infrastructure, and all aspects of telecommunications including voice and data networks and SCADA systems. In July 2010, the Customer Service areas, including Billing, Payment Processing, Meter Reading, Call Center and Credit and Collections, were added to her responsibilities. A significant portion of Ms. DeLost's work over the last couple of years has included the implementation of Peoples' Customer Service Improvement Project ("CSIP") to improve customer care, service, reliability and safety and to enhance Customer Choice/Retail Competition through improved systems and processes.

Ms. DeLost is an alumna of the Pennsylvania State University and has been employed in the information technology and business analysis field for over 30 years. She has worked in a variety of industries including utilities, manufacturing, distribution, transportation, retail and professional services. The positions that Ms. DeLost has held prior to joining Peoples include: Director of Technology for Duquesne Light Company ("DLC"), a Pennsylvania electric utility with over 587,000 customers; Director of Manufacturing and Consulting Services for Innovative Decisions Incorporated, a consulting firm engaged in the business of designing and implementing Data Warehousing and Decision Support systems as well as analyzing and implementing Enterprise Resource Planning ("ERP") systems; Management Information Systems ("MIS") Manager for Portec Incorporated, a heavy manufacturing company headquartered in Oak Brook, Illinois with a major manufacturing site located in Pittsburgh Pennsylvania; and, Division Project Manager implementing ERP systems for the Power Systems Division of Cooper Industries, a Fortune 100 Company and global manufacturer engaged in manufacturing medium and high voltage electrical equipment, components and systems.

More than 16 years of Ms. DeLost's most recent work experience has been in the utility sector. In 1996, she was employed at DLC as an Information Systems Consultant. In that position, Ms. DeLost managed the Customer Data Warehouse and Decision Support projects. Within several months, her responsibilities expanded to managing a major Automated Meter Reading project utilizing daily and interval reads for an integrated forecasting and reconciliation system. Beginning in 1997, Ms. DeLost led DLC's Provider of Last Resort project and was one of the four authors of DLCs Supplier Tariff. In 2003, Ms. DeLost became General Manager of Information Technology and, in 2007, was promoted to Director of Technology where she managed Information Technology, Telecommunications, Metering and Field Services. As Director of Metering and Field Services, she also authored DLC's Smart Meter Plan in 2009.

Ms. DeLost joined Peoples in March 2010 as Vice President and Chief Information Officer and was named Senior Vice President in 2011. In 2012, Ms. DeLost received Pittsburgh's Enterprise Sector Chief Information Officer of the Year Award.

Ms. DeLost is a native of western Pennsylvania and is very active in community service. She is an active member of the United Way's Women's Leadership Council. She is a member of the Information Systems Management Board at Duquesne University where she is on a special committee building Duquesne's Experience Based Curriculum Master's Program. Ms.DeLost also has won Pittsburgh's Top Executive for supporting the Muscular Dystrophy Association.

#### Kenneth M. Johnston



Mr. Johnston is the Senior Vice President and Chief Operations Officer at Peoples Natural Gas Company LLC ("Peoples"). Mr. Johnston leads and manages the Peoples' Operations Department, which includes approximately 750 field and office operations employees in the Field Operations, Engineering, Sales, and Operations Service Groups. Mr. Johnston is directly responsible for the operation and maintenance of Peoples' facilities, including its gathering, distribution, transmission, compressor stations, and storage facilities.

Mr. Johnston graduated with a Bachelor of Science Business Administration degree from Robert Morris University. He has completed additional coursework in the Master of Arts Industrial Relations program at St. Francis College (Pa.) and has participated in a number of natural gas distribution training programs and professional workshops sponsored by the American Gas Association, Southern Gas Association, and Institute of Gas Technology.

Mr. Johnston began his career with Peoples in 1978, staring in the Finance Department. He worked in accounting for approximately five years before being assigned to the Human Resources Department. There, Mr. Johnston remained for 12 years progressing to Director, Personnel, Compensation and Benefits. In 1995, he transferred to the Operations Department as an Area Operations Director with primary responsibility for managing all aspects of a geographic field distribution operation. Over the past eighteen years, Mr Johnston has had similar responsibility managing the field operations in Dominion Resources Inc.'s Energy Group in Pennsylvania, West Virginia, and Ohio. In February 2012, Mr. Johnston become Peoples Vice President Operations and was named as the Senior vice President and Chief Operations Officer in 2011.

Mr. Johnston is a Pittsburgh native and actively supports a number of important community organizations. Mr. Johnston is a member of the boards of the Greater Pittsburgh Community Food Bank Goodwill SW PA and Rebuilding Together Pittsburgh. He regularly leads volunteer activities for Peoples' employees for these organizations. Mr. Johnston also strongly supports numerous charitable fundraising activities and events organized through Peoples' Volunteer Activities Committee or community outreach efforts.

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