

Terry Metters Jr



**Strategic utility executive leader - Passionate community & customer experience advocate
Diversity, equity & inclusion champion – Excellent public orator & talent manager**

Experience: Director – Energy Savings Assistance Programs
Richard Heath and Associates
Northern California Region
August 2021 – Present

- **Leadership:** Leads 4 functional areas of support: Contact Center Operations, Complex Billing and Invoicing, Field Quality Assurance and Matrixed ownership over 1700+ umbrella contractors within 35 firms.
- Responsible for 58M in annual spend. Manages P&L for the portfolio, ensuring the development and execution of goals around spend reduction in OPEX.
- Chairs the Equity and Inclusion Task Force a council comprised of organizational employees that led diversity efforts for the organization.
- Responsible for cultivating contractor leads and orienting diverse owned enterprises into the CPUC Energy Savings Assistance business.

**Senior Manager Customer Experience – Division Leadership Team Leader
Pacific Gas & Electric Company**
Fresno – Kings – Tulare Counties California
February 2018 – August 2021

- **Leadership:** Chair of matrixed, cross-functional management team comprised of 25 operational leaders in 3 counties supporting 1.1M customers and 2,100 employees. Responsible for building annual goals, driving successful key performance indicators with a focus on local customer demographic. The team comprises of Electric and Gas Operations, Corporate Real Estate and Security, Customer Care, Local Public Affairs, Media, Service Planning, Support Services and IT.
- **Facilitation:** In 2020, facilitated all customer call speaking to PSPS and PG&E's Community Wildfire Safety Program. Keynote speaker during the 2020 USVBA Virtual Supplier Diversity meeting. Facilitator of 2020 CPUC mandated Regional working sessions driving continuity and understanding amongst County OES, critical utilities and critical customers. Facilitated 2018 Gas Storage and transmission rate case to CPUC ALJ's Roscow & Ayoade.
- **Presence:** Current Chair of Safety Culture and Safety Council for PG&E Customer Care Organization reporting directly to Senior Vice President. Comprises specific areas of focus to drive public and employee safety in accordance to Safety Culture OII recommendations. Leads effort for a team of 3700 employees interdepartmentally. Works with Fresno, Kings, Tulare, CA city and county officials.
- **Diverse & Inclusive:** Current founder and President of the Fresno Black employee resource group. This team, comprised of 30 was cultivated to empower, educate and engage our regional black employees across the Central Valley Region. Established "Fresno Black ERG gives" connecting our teams to charitable work, including scholarships, Green Energy engagement, employee mentorships.



- **Financial Acumen:** Responsible for driving 3M in efficiency cost savings opportunities directly impacting P&L, balance sheet for the business over last 10 years. Lead effort to establish contract (950k per annum) with 3rd parties to support customer outreach during PSPS events. Currently responsible for annual spend of 750k.

Principle Safety Leadership Coach

Pacific Gas & Electric Company

Alameda – Contra Costa – and Santa Cruz Counties

January 2015 – February 2018

- **Leadership:** Responsible for Coaching Mid-Level to Senior Executives on safety performance and safety culture behaviors. Facilitated (54) leadership workshops focused on safety leadership. Led (17) “learning teams” designed to flush out opportunities and drive improvement and engagement at the employee level. Built the first interdepartmental cross functional “Safety Kickoff” day bringing together employees from 7 departments across the company to align on safety focus and goals.

Owner – Dreambuilder Property Holdings LLC

January 2012 – Present

- Current owner of a Fresno Area Multi-Unit and Commercial Acquisition and Renovation Firm.
 - Currently own a portfolio of 5 multi-unit properties under management.
 - Currently employs a staff of 4 to manage the locations providing jobs for Fresnoans

Education: Columbia Southern University

Doctorate of Business Administration

(2021-Present) (Class of 2024)

McKinsey Black Executive Leadership Academy

(2020-Present)

Western Governors University

Master of Business Administration

(2015-2018)

Western Governors University

Bachelor of Science in Business Administration

(2010-2014)

San Joaquin Political Academy

(Class of 2013 graduate)

Leadership Fresno

(Class of 2018 Graduate)



Boards &

Volunteering: Founding President – PG&E CVR Black Employee Resource Group

Mission: to empower, educate and engage internal employees supporting Justice, equity, diversity and inclusion.

Board of Directors – Comprehensive Addiction Programs Fresno

Mission: a program to assist in removing the inebriated homeless from the streets of Fresno County, giving them the opportunity to help rebuild their lives.

City of Clovis Police Department – Diversity Board

Mission: To assist Chief Curt Fleming with promoting Diversity and increasing Diversity Hires in the City of Clovis Ca.

Certifications: Diversity & Inclusion Leadership certification

*Yale school of management
(Class of 2020)*

Certified Six Sigma Black Belt

*California State University East Bay
(2014-2016) Certification Present*

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A transformative team is one that maximizes its human capital. In order to facilitate this, strategically positioning “human highlighters” in critical leadership roles is vital in building an 3E, (empowered, engaged, and energized teams). For over 20 years, I have cultivated and executed this strategy in both the public (volunteering and boards), and the private sector through my HIRED framework below:

Human Highlighters – Organizations rise and fall on the success of their teams. In 2020, during the covid-19 pandemic, and California wildfires, I had the opportunity to lead a team of 25 leaders in achieving operational success for 3 counties representing 1.8M customers. Through collaboration, and team building, we additionally managed through restoring customers utilities impacted by the Creek Fire, providing a semblance of normalcy to the communities we serve.

Inquisitive culture – My leadership philosophy is encapsulated in the knowledge that “our teams closest to the work, know best how to perform work”. Through human and organizational performance learning team rigor, I can identify how work is performed, vs how work is expected to be executed, thus closing gaps to drive efficiencies. This drive to pursue engagement has led to increased employee satisfaction, downward pressure on safety incidents, and increased employee engagement index scores.

Resilient teams – My background is steeped in a leadership style that demonstrates care for my teams. I have instituted “days of no meetings” to build resilience and wellness recognition in our employees, as well as led Safety Councils at the C-Suite level of my organization designed to increase organizational effectiveness and reduce safety related key performance indicators.

Equity focused – I currently serve as the founding President of the Central Valley region Black Employee Resource Group. Our resource groups are designed to engage, empower and educate our teams and build on the richness of diversity amongst our employee base. This team has lead community based giving efforts supporting our disadvantaged communities, focused mentoring driving employee upward mobility and satisfaction, and crucial conversations including the “Vaccination Conversation” bringing to light the challenges the Black community has endured in America, and how we as an organization can establish transparency to rebuild trust in our health care system and our company.

Disruptive dialogue – Operational efficiency is my ultimate bottom line. In all that we do, we can only achieve success through our team’s willingness to engage in disruptive dialogue to meet shareholder profit commitments. I led vision sessions that have challenged the status quo in metric planning, driving the cultivation of significant cost reduction initiatives across the organization leading to over 3M in cost savings over the last 3 years.

In closing I would appreciate serving others alongside you. Given the seismic shifts across all industries in Diversity, Automation, Customer Satisfaction, Safety, and Operations, it is critical that we marshal young, diverse perspectives with boundless energy looking to build and invest in long term results. I will be the leader you need to accomplish success in these endeavors. Let’s be in touch.