



Officer Profile

JOHNNY D. MAGWOOD



Johnny D. Magwood is chief customer officer of the Northeast Utilities (NU) system. He is responsible for the integration of the customer's viewpoint across the entire NU system.

Prior to joining NU he served as senior vice president of the customer relations and account services division at Baltimore Gas & Electric Company (BGE). He served with BGE for 37 years; managing and leading engineering projects, such as, Baltimore's Light Rail and Subway Systems.

He advanced to positions of increasing responsibility and customer focus, moving from areas of customer operations and into positions of leadership within the company's customer service division where he committed several years leading the company-wide overhead construction and O&M, distribution control room, underground lines field construction and O&M organizations. He was named vice president of BGE's customer services division in 2002 and vice president of its customer relations and account services division in 2004 before being appointed senior vice president in 2007.

A native of Baltimore, he holds a Master in Business Administration from Loyola College in Maryland and a Bachelor of Science in Mechanical Engineering from The John Hopkins University. He is currently engaged in completing a Doctorate of Business Administration from the University of Phoenix.

Magwood has been active in a number of professional and civic groups. He is a member of the Advisory Board of Coppin State University's School of Management Science in Baltimore and honorary chair of its Thurgood Marshall College Fund and a board member of John Hopkins Bayview Medical Center. He is also a member of "First Sport" United States Lacrosse Foundation.