



## Kevin Klages

Senior Vice President, Mass Markets, Constellation

### Profile

A 26-year veteran of the retail and energy services industry, Klages leads Constellation's mass markets business, which serves more than two million residential and small business customers in 23 states and Washington D.C., and includes the BGE HOME and Constellation Home businesses.

### Professional History

Previously, Klages was President & CEO, BGE HOME. In that role, he was responsible for developing and executing the strategic plan to differentiate Constellation's deregulated gas and electricity products with home energy service offerings to deepen relationships and drive earnings for the organization.

Klages became head of BGE HOME in 2008, which is one of the largest home energy services providers in the country. He also served as chief customer experience officer from 2010-2012 and was responsible for developing a culture of service excellence. From 2012-2013, Klages took on additional responsibilities to lead the implementation arm of Constellation's energy services business line.

Klages has worked in the retail side of the utility industry since he joined the company in 1988 and has held various leadership roles in merchandising and gas and appliance services. He has been instrumental in developing the strategic plans for BGE HOME since its inception in 1995 with the acquisition of Maryland Environmental Systems.

Prior to joining Constellation, Klages was a management consultant with Deloitte where he worked with large and mid-sized businesses on process improvement.

### Civic Involvement

Klages holds several professional and charitable board memberships. As a cancer survivor with a passion for the American Cancer Society, he is involved in several areas of the organization including Hope Lodge, a home away from home for cancer patients. He also served on the board member of the United Way of Central Maryland for 10 years.

### Education

Klages received his bachelor's degree in management information systems from Loyola University and his masters of business administration from the University of Baltimore.