



Leadership Profile

Marion Byndon **Director, State Government Affairs** **Ohio and Kentucky**



Marion Byndon serves as the director of state government affairs for Duke Energy's Ohio and Kentucky jurisdictions. In this role, she is responsible for the government and regulatory policies and strategies that strengthen Duke Energy's mission of providing safe, reliable, affordable and clean energy for approximately 880,000 electric customers and 550,000 natural gas customers located in southwest Ohio. Byndon manages relationships within the Public Utilities Commission of Ohio, the Kentucky Public Service Commission, and she also works with the

Ohio community relations team to manage the relationship with the City of Cincinnati.

Byndon has a deep passion for creating experiences essential to operational excellence and customer satisfaction. Her more than 20 years of modeling the vision of putting customers first, educating employees on the importance of treating customers with respect while providing first-call resolution, strategic implementation, organizational and operational leadership have been an integral part in delivering results that matter. In her leadership roles with Duke Energy, she leveraged her operational experiences to provide direction to the customer care leadership team, where she collaborated with key internal stakeholders to ensure a high level of customer satisfaction was achieved; financial and operational goals were met; and state regulatory policies and guidelines were followed.

Byndon is an engaged supporter of Duke Energy's employee resource groups, where she has served as chair of the events and programming committees. She was also a member of the customer insights committee, composed of Duke Energy customers in Ohio and Kentucky, who provided ideas on how Duke Energy could enhance the customer experience, and she served on the Enterprise Diversity and Inclusion Advisory Council. She is actively engaged in the community, having served on the Cincinnati Christian School Board, completed the certification program for the United Way's Nonprofit Board Training and graduated from the Soar Women's Leadership and McKinsey & Company Management Accelerator programs. She currently serves on the advisory board for the Salvation Army.

A native of Cincinnati, Byndon holds a Bachelor of Liberal Arts degree with a concentration in organizational leadership from Xavier University. Byndon and her family enjoy sports, traveling and serving the church and community. She and her husband, Derrick, have two daughters.

Duke Energy, one of the largest energy holding companies in the United States, supplies and delivers electric services to approximately 8.2 million customers in the Southeast and Midwest. The company also distributes natural gas services to approximately 1.6 million customers in the Carolinas, Ohio, Kentucky and Tennessee. Its commercial business operates a growing renewable energy portfolio across the United States. Headquartered in Charlotte, N.C., Duke Energy is a Fortune 150 company traded on the New York Stock Exchange under the symbol DUK.

Duke Energy
Corporate
Headquarters
526 S. Church Street
Charlotte, NC 28202

duke-energy.com

06/16/2022