

Brett C. Carter

President – Duke Energy Carolinas



Brett Carter is president of Duke Energy Carolinas. He leads Duke Energy's utility business in North Carolina and South Carolina, serving approximately 2.4 million customers in a 24,000-square-mile service area. He was named to his current position in 2008.

Previously, Carter served as senior vice president of customer service and business development for Duke Energy. He was responsible for acquiring and retaining new wholesale customers; providing sales and services to the company's existing large commercial and industrial customers; and generating and cultivating economic development opportunities. In addition, he was responsible for the customer service function.

Prior to that, Carter served as vice president of call center operations for Duke Energy's U.S. Franchised Electric and Gas organization. He was responsible for optimizing customer satisfaction for the company's 4 million customers utilizing its nine regional call centers. These call centers handled more than 11 million transactions annually, including phone, e-mail and Internet.

Carter joined Duke Power in July 2005 as vice president of residential and small business customers. He was also responsible for the marketing strategy and operations of Duke Power's Customer Service Center.

Prior to joining the company, Carter served as vice president of the central services division for Aquila in Kansas City, Mo. He was responsible for Aquila's 1.4 million customers, including oversight of two call centers, information technology, customer account management, customer solutions and Six Sigma special projects.

The Pittsburgh, Pa., native earned a bachelor of science degree in accounting from Clarion University of Pennsylvania and a master of business administration degree, with a concentration in marketing, from the University of Pittsburgh. He also completed the Harvard Business School Advanced Management Program.

Carter is active in a number of community and professional activities. He is a board member and chairs the Business Development Committee for Crisis Assistance Ministry of Charlotte. He is a member of the Palmetto Business Forum, The Executive Leadership Council (Washington, D.C.) and serves on the board of directors of the South Carolina Manufacturers Alliance. In 2008, Carter was appointed by N.C. Governor Mike Easley to serve on the North Carolina State Ports Authority Board. He is also a member of Leadership Charlotte.

Carter and his wife, Rebecca, have a daughter and two sons.

Duke Energy, one of the largest power companies in the United States, supplies and delivers electricity to approximately 4 million customers in the Carolinas and the Midwest. The company also distributes natural gas in Ohio and Kentucky. Its commercial power and international businesses operate diverse power generation assets in North America and Latin America, including a growing renewable energy portfolio. Headquartered in Charlotte, N.C., Duke Energy is a Fortune 500 company traded on the New York Stock Exchange under the symbol DUK.

Duke Energy

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