

Brian F. Rich

Senior Vice President of Customer Experience and Technology and Chief Information Officer of CMS Energy Corporation and Consumers Energy Company



Brian Rich is senior vice president of customer experience and technology and chief information officer (CIO) for CMS Energy and its principal subsidiary, Consumers Energy.

Rich is responsible for Consumers Energy's overall customer experience and satisfaction, and oversees customer operations, digital platforms and marketing. As CIO, Rich is responsible for the company's technology strategy, security and IT operations.

Rich joined CMS Energy as CIO in 2014 to advance the company's strategic goals with resilient integrated information technologies. Rich is credited with effectively improving operational performance, elevating IT as a strategic capability and also delivering several new technology capabilities, including Smart Energy, digital customer experience and field mobility.

Rich is an energy industry veteran with more than 20 years of experience, including more than 14 years at Accenture and four years as a vice president at San Francisco-based Pacific Gas and Electric Co.

Rich holds a bachelor's degree in management information systems from The George Washington University, and completed an executive management program in cyber security policy at Harvard College in 2015.

Rich is a member of the Edison Electric Institute CIO Executive Advisory Committee, the UNITE Utility CIO Consortium and the Michigan Cyber Security CIO Kitchen Cabinet. Rich also served as executive chair of the Consumers Energy United Way of Jackson County campaign in 2015 and 2016.