



City of Philadelphia

City Council
Chief Clerk's Office
402 City Hall
Philadelphia, PA 19107

Legislation Text

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Honoring Randall J. Gyory for his achievements in service to the City of Philadelphia and its citizens as Interim Executive Vice President and Chief Operating Officer of the Philadelphia Gas Works.

WHEREAS, Randall J. Gyory received a BS degree in Civil Engineering from the University of Pittsburgh and, in 1980, he joined the Philadelphia Gas Works ("PGW") and has spent the majority of his PGW career in the Distribution Department where he held several positions in Maintenance, Construction, and Engineering; and

WHEREAS, In January 2011, Mr. Gyory was appointed as Interim Executive Vice President and Chief Operating Officer for PGW and in these positions, he was responsible for Field Operations, Supply Chain, Customer Affairs, Gas Management, Marketing, Corporate Communications, and Corporate Preparedness; and

WHEREAS, Prior to his appointment, Mr. Gyory served as Senior Vice President for Operations & Customer Affairs, Vice President of Customer Affairs, and Manager of the Program Management Office; and

WHEREAS, During Mr. Gyory's tenure as Manager, he led a team of functional and business analysts in correcting and improving PGW's billing system software issues associated with the transition from their legacy billing system to a client server system; and

WHEREAS, Mr. Gyory's call center management team turned around a call center operation that was under-achieving, effectively reversing an order by the Pennsylvania Utilities Commission to outsource PGW operations to obtain minimum acceptable standards; and

WHEREAS, Through Mr. Gyory's leadership and the diligence of fellow employees, PGW's collection rate improved to an average over 96 percent during the last five years as compared to the historic collection rate of 92 percent for the previous ten years; now, therefore, be it

RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That we hereby honor Randall J. Gyory for his hard work, accomplishments, and fine service to PGW customers and to the citizens of Philadelphia and wish him much success in his future endeavors.

FURTHER RESOLVED, That an Engrossed copy of this resolution be presented to Mr. Randall J. Gyory as evidence of the sincere sentiments of this legislative body.