

Charlene J. Whitfield
Vice President–Customer Service, Dominion Virginia Power

Charlene J. Whitfield is vice president–Customer Service, Dominion Virginia Power.

She has operational and financial responsibility for the customer contact centers, customer revenue management, customer relations, key accounts, and economic development for Dominion Virginia Power’s regulated utility customer accounts.

Whitfield joined Dominion in 1982 as an electric distribution service representative and has held numerous management positions within Electric Distribution. In 2006, she was promoted to regional manager–Electric Distribution Design, responsible for the development and implementation of electric distribution design standards in Northern Virginia, one of the fastest-growing regions in the country. In 2012, she was named director–Customer Relations and Policy and became director–Customer Account Management in 2014. She was named director–Electric Distribution Operations, Dominion Virginia Power in May 2016, and assumed her current post in January 2017.

Whitfield earned a bachelor’s degree in accounting from Virginia Union University. She is a member of the board of directors of the Dominion Credit Union.

