



Nicole Faulk

Senior Vice President of Customer Strategy & Solutions · Georgia Power

Nicole Faulk serves as senior vice president of Customer Strategy & Solutions. In this role, she is responsible for developing the vision and strategy to best meet the evolving needs of Georgia Power's 2.6 million customers. Nicole is responsible for the customer service, sales and marketing and metering services teams. Her primary functions include customer satisfaction, electric transportation, the Customer Care Center, customer operations, new product development, sales management, energy efficiency and resiliency solutions. In addition, Nicole serves as a member of the company's management council.

Faulk began her career with Southern Company in 1998 as an engineer in Southern Nuclear's professional development program. She held positions of increasing responsibility at Farley Nuclear Plant in Alabama, including obtaining a senior reactor operator license, and specifically in the development of Georgia Power's Vogtle 3 and 4 project – the first new nuclear power plants to be built in the United States in more than 30 years.

Faulk has extensive experience in the operations, design and implementation of nuclear facilities in Southern Company's fleet and served as assistant to Georgia Power's executive vice president of nuclear development and Southern Nuclear's president of nuclear development.

Prior to her current role, Nicole served as vice president of Corporate Services for Georgia Power, where she provided leadership and oversight for safety and health, facilities management, fleet management, forestry and right-of-way, and shared services. She also served as a Southern Company Services (SCS) vice president in a dual role with responsibility for Southern Company Gas, SCS fleet and facilities management.

In addition, she served as vice president of Customer Service and Operations at Mississippi Power, with responsibility for Power Delivery, including transmission, distribution and engineering, as well as marketing and sales, customer service and the customer call center.

In May 2015, Faulk served as vice president of Georgia Power's West Region, where she led the company's operations for more than 140,000 customers in a 19-county area.

Faulk also served as region manager for Georgia Power's Metro West Region and was responsible for providing overall leadership for operations, customer service, sales, economic and community development, and external affairs activities for more than 185,000 customers.

She holds both a bachelor's degree and a master's degree in mechanical engineering from Auburn University.

In April 2018, Faulk was named Auburn's Mechanical Engineering Alumna of the Year. She serves as past chair for the Auburn Engineering Alumni Council and chair for the Alabama Engineering Hall of Fame. She is actively engaged in the industry, serving on boards and committees for the Southeastern Electric Exchange, the Association of Edison Illuminating Companies and the Electric Power Research Institute.