

Charles W Kiely is the Assistant General Manager of Consumer Services for DC Water. Charlie is responsible for all operations in the Nation's capital including customer services, the water distribution system, the sewer collection system, storm water collection system, meter operations, and water quality. Before joining DC Water, Charlie served as the Executive Vice President of Customer Service at COMEnergy and later Vice President of Customer Care at NSTAR, two Massachusetts based investor-owned utilities. Charlie holds a BS in Management/Accounting from the University of Massachusetts and an MBA from Bentley University.