

MEDIA RELATIONS

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ENEL ENERGIA LEADS THE FREE MARKET'S OVERALL SERVICE QUALITY RANKING IN THE TABLE PUBLISHED BY THE ENERGY AUTHORITY

The result of the ranking compiled by the AEEG (Electricity and Gas Authority) on call centre quality rates Enel as being top of the list, beating its 30 main competitors.

Rome, May 19th, 2011 - Enel came top of the tables for quality both in the free market, with Enel Energia, and also for the regulated service provided by Enel Servizio Elettrico.

This is confirmed by the AEEG which has just published the call centre ranking for energy sale companies with over 50,000 customers, expressed as an Overall Quality Rating.

The call centre ranking is published every six months by the Authority and this one relates to the second half of 2010, comparing the performance of 32 companies selling power and gas.

The ranking is structured according to a series of point scores awarded to each call centre on the basis of the quality of the service provided to consumers. Points are awarded for service standards such as availability of telephone lines, waiting times, clarity of response, politeness of operators, ability to solve problem in the shortest time.

"Our goal is to provide our customers with an excellent service and these results show that also in this area, Enel is one step ahead all other energy suppliers in Italy" commented Gianfilippo Mancini, Director of Enel's Market Division.

Luca Solfaroli Camillocci, Enel Market Division Customer Service Manager, explained: *"Our investment in customer management systems, a dedicated control room, and the extra care we take over training our team, who are on hand 24/7, plus the fact that we never lose sight of our customers' needs, are all factors that have enabled us to climb the AEEG ranking as well as improving our positioning up to the top of the list of companies operating in the free market and in the regulated segment."*