

MEDIA RELATIONS

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ENEL ENERGIA CONFIRMED AS FREE MARKET LEADER FOR THE QUALITY OF ITS TELEPHONE SERVICE

The result of the ranking on call centre quality compiled by the Italian Power and Gas Regulator AEEG rates Enel first in class during 1H 2011, thus beating its 30 main competitors.

Rome, December 2nd, 2011 - Enel leads the ranking for the quality of telephone service, both in the free market, with Enel Energia, and in the enhanced protection service provided by Enel Servizio Elettrico.

Enel's leadership has been confirmed, for the second time in a row, by the Italian Regulatory Authority for Electricity and Gas (AEEG) which has just published the call centre ranking for energy sales company with more than 50,000 customers. The call centre ranking is published by AEEG for each semester. The document compares the performance of the 32 main companies selling electricity and gas.

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

"Our goal is to offer our customers an excellent service and these results confirm the successful achievement of our aim to be the market leader in terms of quality of the service offered to our customers" stated **Gianfilippo Mancini**, Head of Enel Market Division.

As **Luca Solfaroli Camillocci**, Head of Customer Service at Enel Market Division, explained: *"Our unstinting commitment to meeting our customers' needs with a dedicated service operating 24-7, supplied by carefully selected partners and supported by the very best ICT systems, has enabled us to consolidate our leading position in terms of telephone service quality, beating all the other companies operating in the free market and in the enhanced protection service."*