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POWERCOR AND CITIPOWER REDUCE CUSTOMER COMPLAINTS IN LATEST OMBUDSMAN REPORT

Powercor and CitiPower have demonstrated its commitment to delivering quality customer service, with a strong performance in managing customer complaints, according to the latest Energy and Water Ombudsman of Victoria (EWOV) bi-annual newsletter *Resolution 28*.

The report states that ombudsman enquiries and complaints made against Powercor, have significantly dropped to 134 cases in the latest report, down from 204 in the previous six month period. CitiPower also experienced a reduction in complaints in the same report - from 49 to 37.

Complaints made against Powercor are the lowest in three years. This achievement is noteworthy given the size of Powercor's customer base - with more than 700,000 customers it is Victoria's largest electricity distributor.

EWOV compiles annual and six monthly reports, outlining its involvement in the investigation and resolution of disputes and enquiries between Victorian electricity, gas and water businesses and their customers.

CitiPower and Powercor's Manager of Retailer and Customer Relations, Andrew McKay said the company's achievements in the results in the latest report recognised the company's dedication to providing quality services to all of its customers.

"Delivering quality customer service is more than just providing consistent power supply, it's about having a positive attitude to serving our customers better and ensuring they have good experiences with us" he said.

The EWOV results are also a reflection of CitiPower and Powercor's wider efforts to deliver outstanding customer service.

At the most recent Customer Service Institute of Australia national awards, CitiPower and Powercor claimed five honours. Mr McKay was named National Customer Service Manager of the Year, as well as Victorian Customer Service Manager of the year.

CitiPower and Powercor also won Victorian Large Business of the Year, National Large Business of the year as well as Victorian Service Help Desk of the Year.

EWOV's *Resolution 28* report is available at www.ewov.com.au, under the 'Publications' section.

Media inquiries: CitiPower and Powercor's 24-hour media service on 9683 4342.

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