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CITIPOWER & POWERCOR FURTHER REDUCE CUSTOMER COMPLAINTS IN LATEST OMBUDSMAN REPORT

CitiPower and Powercor have demonstrated a continued dedication to customer satisfaction, with strong performance in managing customer complaints, according to the latest Energy and Water Ombudsman of Victoria (EWOV) bi-annual newsletter *Resolution 25*.

The report states that Ombudsman enquiries and complaints, made against CitiPower and Powercor, have dropped significantly from a combined total of 179 cases in 2006 to 154 cases in 2007, throughout the July - December period.

Recent years have outlined a stable downward trend in both CitiPower and Powercor ombudsman complaints. This is a notable achievement for the electricity industry, as CitiPower and Powercor provide power to 39% of the state's electricity distribution customers, from Melbourne's CBD and inner suburbs, through central and western Victoria.

EWOV compiles annual reports and quarterly newsletters, 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 General Manager Customer Services Brendan Bloore said the company's achievements outlined in the report were genuinely pleasing, as they supported the company's dedication to providing quality service to all its customers.

"Both CitiPower and Powercor have found a strong correlation between the reliability of our electricity network and improved levels of customer satisfaction," said Mr Bloore.

"However, delivering quality customer service is more than just providing consistent power supply, it's about encompassing a prompt attitude and ensuring the effective delivery of desirable outcomes.

"These results reflect the strong emphasis CitiPower and Powercor places on catering for the individual needs of our customers," said Mr Bloore.

EWOV's six monthly 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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