



# Media Release

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ATCO I-TEK

For Immediate Release  
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## **ATCO I-Tek Judged North America's Best Energy Sector Call Centre**

Independent Research Delivers "Highest Customer Satisfaction Award" 2nd Year in a Row

EDMONTON, Alberta – ATCO I-Tek's call centre has been named the top customer service provider in the North American energy sector by Service Quality Measurement (SQM) Group Inc. for the second year in a row.

ATCO I-Tek – the company that provides call centre services to more than one million ATCO Electric and ATCO Gas customers – won the energy sector's Service Quality Award of Excellence for "highest customer satisfaction." ATCO I-Tek also won an Improvement Merit Award for First Call Resolution – properly addressing customers' needs the first time they call.

"These awards have again exemplified the commitment of our people to provide exceptional customer service," said ATCO I-Tek President, Bobbi Lambright. "We work very hard to support our people with innovation, technology, skill development and the best possible atmosphere and this resulted in unequalled customer service."

SQM, an independent research company, measured and evaluated performance and customer satisfaction at more than 300 North American call centres last fall. ATCO I-Tek's results were evaluated against those of other energy utilities.

Within three days of calling, customers were asked to rate their satisfaction with ATCO I-Tek call centre staff who respond to a wide range of questions, from power outages to gas meter readings. Based on SQM's research, 93 per cent of customers were very or somewhat satisfied with the service.

"These awards are a great recognition for ATCO I-Tek, and a reflection of the ATCO Group of Companies' continued commitment to deliver service excellence," said ATCO Gas President, Jerome Engler. "To be number one in the energy industry two years in a row is a huge accomplishment."

ATCO Electric President Sett Policicchio added: "ATCO I-Tek has responded to Alberta's growth with a commitment to training that results in quality service and satisfied customers."

ATCO I-Tek delivers customer care, utility billing and information technology solutions to a diverse group of clients that operate around the world.

ATCO I-Tek, ATCO Gas and ATCO Electric are wholly-owned subsidiaries of Canadian Utilities Limited, part of the ATCO Group of Companies. ATCO Group is an Alberta-based worldwide organization of companies with more than 7,000 employees actively engaged in Power Generation, Utilities and Global Enterprises. More information about ATCO can be found on its website, [www.atco.com](http://www.atco.com).

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*Forward-Looking Information:*

*Certain statements contained in this news release may constitute forward-looking statements. Forward-looking statements are often, but not always, identified by the use of words such as "anticipate", "plan", "expect", "may", "will", "intend", "should", and similar expressions. These statements involve known and unknown risks, uncertainties and other factors that may cause actual results or events to differ materially from those anticipated in such forward-looking statements. The Corporation believes that the expectations reflected in the forward-looking statements are reasonable, but no assurance can be given that these expectations will prove to be correct and such forward-looking statements should not be unduly relied upon.*

*The Corporation's actual results could differ materially from those anticipated in these forward-looking statements as a result of regulatory decisions, competitive factors in the industries in which the Corporation operates, prevailing economic conditions, and other factors, many of which are beyond the control of the Corporation.*

*The forward-looking statements contained in this news release represent the Corporations' expectations as of the date hereof, and are subject to change after such date. The Corporation disclaims any intention or obligation to update or revise any forward-looking statements whether as a result of new information, future events or otherwise, except as required under applicable securities regulations.*

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