

## For Immediate Release

### **Energy Savings Group receives the Silver Contact Center Employer of Choice® Certification Award!**

February 2008, Mississauga, Ontario – Energy Savings Group, a leading North American retailer of energy is pleased to announce that its contact centre operation in Mississauga has achieved the prestigious Contact Center Employer of Choice® (CCEOC) Silver designation.



Energy Savings Group joins an elite group of businesses with contact centres recognized by this unique award. This recognition creates positive brand recognition and heightened awareness of Energy Savings Group's people.

Specific areas of focus for Energy Savings Group included:

- Employee engagement
- Attract and retain top talent
- Career path development
- Gain industry-wide recognition as a great place to work

The results of the assessment have provided management with an added perspective on addressing key challenges that exist in the contact center environment. Through the program's in-depth reporting and analysis, management has gained a deeper understanding of key employee motivation and satisfaction drivers.

"Energy Savings Group is a young, dynamic and fun environment." said Jeff Doran, President, CCEOC Inc. They have great "energy" and a strong drive to provide excellent customer service and build a superior work environment." Doran says, "Achieving this designation is a great start and something employees should feel very proud of. Being recognized as a Contact Center Employer of Choice identifies Energy Savings Group as a progressive organization and a preferred employer."

Brennan Mulcahy, Chief Executive Officer of Energy Savings Group said, "ESG is pleased to obtain this certification, as it further demonstrates our commitment to providing our talented people with exciting and rewarding opportunities, and providing excellence to our customers. This is a great program and provides the focus we need to develop our continuous improvement initiatives."

The Contact Center Employer of Choice® award is the industry standard for recognizing leading branding people-centric contact centers. Contact centres of any size, type or geographic location can be assessed through the CCEOC program. Certified centres include those belonging to: FedEx, The Shopping Channel, Scotiabank, Neteller, Rogers Communications, CIBA Vision, Roche Diagnostics, and Davis & Henderson, to name a few. Through a proprietary assessment, a contact center can quickly determine if they meet the qualification standards. Once the designation is achieved, the contact center is profiled on the official CCEOC corporate web-site [www.ccemployerofchoice.com](http://www.ccemployerofchoice.com), receives a framed certificate and is promoted through various print and electronic media.





### **About Energy Savings Group:**

Energy Savings Group provides sales of natural gas and electricity to residential and commercial customers under long term, fixed price contracts. Energy Savings serves natural gas customers in Manitoba, Quebec, British Columbia, Illinois and Indiana. Energy Savings also serves electricity customers in Texas and both gas and electricity customers in Ontario, Alberta and New York. Energy Savings Group recently received the OEA's 2007 Company of the Year award.

Energy Savings Group commenced business in July of 1997, and trades on the Toronto Stock Exchange under the name Energy Savings Income Fund (TSX SIF.UN).

### **About CCEOC Inc.:**

CCEOC Inc. is comprised of a team of experienced contact center experts, academics and analysts providing a wide variety of innovative programs to help build high-morale, high-performance contact centre operations. CCEOC Inc. administers and delivers the Contact Center Employer of Choice® Certification and Development program – the standard in building and branding people focused contact centers. Regional, national and international operations have been recognized through this program. CCEOC experts work with corporate clients at all levels to develop and advance their people focused cultures. For more information on the Contact Center Employer of Choice® Certification program or to find out more about CCEOC education and development services, please email [info@ccemployerofchoice.com](mailto:info@ccemployerofchoice.com) or call 416. 886.7007.

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