



## **AGL launches national contact centre in Canberra**

17 January 2001

AGL today launched a new \$2.5 million national telephone contact centre in Canberra.

ACT Chief Minister, Mr Gary Humphries officially opened the state-of-the-art facility and greeted the first of 600,000 expected calls each year at the centre.

AGL Group General Manager, Mr Greg Martin said the commitment to establish a national contact centre in Canberra by June 2001 was one of the regional initiatives proposed to the ACT government by the company in February last year.

"In addition to providing new investment and jobs for Canberra, I am delighted that we have fulfilled our commitment to this new facility and can report that it is operational six months ahead of time," Mr Martin said.

The establishment of the centre creates forty-three new jobs for Canberra with a potential to increase to sixty in the future.

The contact centre will provide a variety of services including general account information, energy conservation advice, product information, new connections, faults, small business enquiries and bill payment options.

The centre features the latest technology in computer 'soft touch' screen telephones and performance monitoring and analysis software.

The new facility also features on-site training facilities.

"This contact centre represents our commitment to continue to be a trendsetter in the provision of customer service to energy customers in a timely and sensitive manner," Mr Martin said.

The new contact centre adds to AGL's national customer service network servicing more than 2 million gas and electricity customers in New South Wales, South Australia and Victoria.

The new contact centre looks set to further improve AGL's high standard of customer service. In February 2000 AGL's NSW customer contact centre was benchmarked as the best of 33 Australian utilities, according to a national survey of call centre performance by Customer Service Benchmarking Australia.

In October last year AGL and the ACT Government formed ActewAGL, a joint venture multi-utility comprising the government-owned ACTEW business and AGL's Canberra gas business.

Customers of ActewAGL have the advantage of a special contact centre number: for gas enquiries telephone 131 886; for water & electricity enquiries telephone 131 493.

AGL gas and electricity customers in New South Wales, Victoria and South Australia can call the contact centre network on 131 245.

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