



m e d i a r e l e a s e

Date: 21 January 2014

Subject: Red Energy ranks highest in Customer Satisfaction

Red Energy has been rated the highest in Customer Satisfaction in the latest national poll by Roy Morgan (November 2013). Roy Morgan's Customer Satisfaction ratings are collected from approximately 50,000 Australians each year.

Red Energy CEO Iain Graham said, "It is always very pleasing to be ranked highest in customer satisfaction. Customer service is critical to Red Energy's success in this highly competitive energy market and maintaining personal relationships with our customers is a clear differentiator. Our entire customer solutions team live and work in Australia. Every call is answered by someone in Australia.

Snowy Hydro CEO Paul Broad said "The latest win by Red Energy shows why so many people are switching over to Red. Red Energy also won the inaugural Roy Morgan Electricity Retailer of the Year in 2011. Customer satisfaction is part of the values at Red Energy and is the primary reason we now have more than 365,000 customers in three states and the ACT.

"I would encourage anyone looking for a better deal on their electricity to call Red Energy or go to their website. While all of us at Snowy Hydro are very proud of the results Red Energy is achieving, independent recognition of Red Energy's Customer satisfaction through Roy Morgan Research is just as pleasing. In fact Red Energy was also rated the highest in customer satisfaction also in September and October in 2013," said Mr Broad.

Red Energy is a wholly owned subsidiary of Snowy Hydro Limited, retailing energy and gas products to consumers in NSW, Victoria, ACT and SA.