

NEWS

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TWENTY FIRST CENTURY CLIENTS TOP J.D. POWER UTILITY CUSTOMER SATISFACTION STUDY

COLUMBUS, Ohio – Clients of notification and call-handling services provider Twenty First Century Communications have topped the J.D. Power and Associates Electric Utility Residential Customer Satisfaction Survey for 2005.

Thirteen of the 20 top-scoring regionally rated electric utilities evaluated for the survey are Twenty First Century clients.

The J.D. Power survey measured five performance factors in determining overall customer satisfaction, including billing and payment, company image, customer service, power quality and reliability, and price and value.

Twenty First Century services impact three of those factors by helping utilities effectively handle even the largest outage call volume, while also providing credit and billing, customer self-service, and other CRM solutions.

Among the top-scoring utilities were Twenty First Century clients LG&E Energy, MidAmerican Energy, Cinergy, Energy East, Baltimore Gas & Electric, Allegheny Power, Duke Power, Oklahoma Gas & Electric, Southern Company, Progress Energy, Salt River Project, Sacramento Municipal Utility District, and PacifiCorp. Twenty First Century also provides services to the nation's three highest-rated medium-size electric utilities.

"We're pleased to work with some of the most customer-focused electric utilities in the country, and proud to see them recognized for the effort they put into customer communication and satisfaction," said Janet Mushrush, director of utility sales for Twenty First Century.

According to the study, utilities in the southern region were able to maintain the same ratings in the area of power quality and reliability they had achieved the previous

year despite four hurricanes in August and September of 2004 that caused considerable increases in customer-reported power outages.

“Helping the four top-rated southern utilities keep in touch with their customers and maintain their satisfaction scores in spite of repeated and record-setting outages is one our proudest accomplishments,” said Mushrush. “We handled 6.4 million calls during that stretch of extreme weather and never missed a call.”

The annual J.D. Power survey scores do more than measure residential customer satisfaction. They will now be among the factors used to determine a utility’s credit rating.

“Receiving a leading score is certainly important to our clients,” Mushrush added, “but it’s important to us as well. Helping them communicate with their customers and seeing those efforts result in increased satisfaction and a healthier business is what we’re all about.”

Founded in 1989 and headquartered in Columbus, Ohio, Twenty First Century Communications provides a variety of customized, remotely run notification and call-handling services to utilities, government agencies, public safety entities, businesses and other organizations using the industry’s largest, most reliable telecommunications network. More information is available at the company’s web site at www.tfcci.com.