



**Contact:**

Sue Rodman

Phone: 404/784-5650

[Sue@mPRressionsPR.com](mailto:Sue@mPRressionsPR.com)

**Or**

Lynn Moss

VP-Customer Communications

Phone: 404/260-2312

[Marketing@Allconnect.com](mailto:Marketing@Allconnect.com)

## **Energy Company Experts Share Industry Best Practices at Allconnect Partner Summit**

**ATLANTA, December 1, 2010** – At the annual Allconnect Partner Summit, energy company thought leaders and innovators from throughout the U.S. shared how the industry is addressing the challenges of introducing emerging technologies and improving customer service while being cost efficient.

Allconnect welcomed employees, partners, and other guests – including representatives from Alabama Power, Alliant Energy, Consumers Energy, CPS, Dominion Virginia Power, Duke Energy, First Energy, Gas South, NICOR, NIPSCO, Pacific Gas & Electric, Progress Energy, Public Service New Mexico, Reliant Energy, We Energies, Xcel Energy, Entergy, National Grid, and Nevada Energy – to the two-day conference in October.

“Customer service is the defining quality that companies have to get right,” Allconnect CEO Mark Miller said in his opening remarks. His insights into customer service were followed by the following thought leaders who presented and facilitated conversations among the attendees:

- Glenn Goad of Allconnect and Rudy Masi of Progress Energy discussed how a pilot program offering Progress Energy customers the option to discuss all their home service expenses not only improved consumer satisfaction but also served as a cornerstone in the development of Allconnect’s new on-line Home Services Advisor tool at [www.allconnect.com](http://www.allconnect.com).
- Nichole Jordan of Pacific Gas and Electric shared what they learned from deploying SmartMeters, while Becky Merritt of Dominion Virginia Power talked about their new customer-centric model and the resulting differentiation in hiring and training of specialized customer service agents.
- Lynn Moss of Allconnect shared how social marketing can be used to build relationships between utility companies and customers.
- Mickey DeChellis of Allconnect and Jason Berns of Reliant Energy discussed their industry experience with transitioning from being regulated to being part of a competitive market and the subsequent impact on customer communications.
- Russell Hinton of Dominion’s Retail Marketing and Business Development division addressed the launch of the company’s “new” surge protection plan and how their partnership with Allconnect improved customer acceptance.

"The focus of this year's summit was *Listening to the Marketplace*," said Miller. "The companies Allconnect partners with are constantly striving to meet and exceed their customers' needs. Forums like this, where we actively listen to each other and share best practices, make us all better equipped to help consumers."

The conference also featured a tour of the Allconnect Call Center in St. George, Utah, and an award presentation in recognition of partners' customer satisfaction scores. Further details about the conference presenters and their topics are available by request to Lara Lowman at [lara@mpressionspr.com](mailto:lara@mpressionspr.com) or 404-226-6340.

### **About Allconnect**

Allconnect is the leading provider for connecting consumers with household services including [satellite TV](#), [cable TV](#), [Internet](#), [phone](#), [home security systems](#), and [natural gas](#) and [electric](#) utilities. The company offers a convenient, simple, and objective one-stop source for comparing options and pricing, whether consumers are transferring or establishing household services during a move or simply wanting to ensure they are on the best plan for their budget. This service is offered at no charge, online or by phone. Founded in 1998, Allconnect has assisted millions of people through its partnerships with many leading utility companies and a variety of service providers across the U.S. Allconnect employs more than 500 associates and is headquartered in Atlanta, Georgia, with offices in St. George, Utah; and Danville, Virginia. For more information, visit [www.allconnect.com](http://www.allconnect.com).

# # #