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## ENGIE Resources Earns Highest Honor for Broker Satisfaction

HOUSTON – April 4, 2017 – ENGIE Resources, the third-largest non-residential electricity provider in the United States, announced today that it has been named an Excellence Award winner by the Energy Research Consulting Group (ERCG) for outstanding performance in both overall satisfaction and ease of doing business.

The news comes following the conclusion of ERCG's annual satisfaction survey of the group's aggregators, brokers, and consultants, which assesses a range of indicators critical to those who work with or as third-party intermediaries in restructured energy markets. Excellence Awards are given in just three categories and represent the highest honor a supplier can earn based on the data generated from the study.

Michelle Robichaux, Vice President of the Key Partner Group at ENGIE Resources, said the awards illustrate the company's heightened focus on broker satisfaction and on improving the broker experience, which ENGIE views as critical to driving growth.

"We recognize the value brokers bring as strategic advisors in energy buying and management, and we want to do everything we can to work with them to meet the customers' needs. Over the last few years, we've devoted significant attention to improving areas we know are important to this segment, and our performance in ERCG's recent survey demonstrates our progress. Our focus moving forward will be to further improve our processes, practices, and programs to meet the needs – and hopefully exceed the expectations – of the broker community."

Over 120 firms participated in ERCG's study, collectively representing over 350 TWh of annual volume or 72 percent of the estimated U.S. power sales conducted through the broker segment.

ENGIE Resources performance highlights include:

- No. 1 ranked supplier in the category of ease of doing business, reflecting the company's rapid turnaround in delivering quotations, 99.8 percent customer billing accuracy rate, timeliness of payments, and quick problem resolution
- No. 2 ranked supplier in overall satisfaction, which evaluates total performance on a five-point scale.
- Among the top six suppliers – and in most cases among the top three – for performance in all seven categories identified as the most influential in supplier operations, demonstrating ENGIE Resources' commitment to delivering a quality operational experience. These drivers include account manager responsiveness and loyalty;





transparency in customer supply agreements; customer experience; product flexibility and innovation; commitment and loyalty to indirect sales agreements; matrix pricing; and brand recognition

- Significant growth in indirect sales volume, which further reinforces the company's commitment to fostering meaningful broker relationships
- High rankings for continuously delivering competitive pricing

"The data clearly speaks for itself," said Young Kim, Principal at ERCG. "ENGIE Resources delivers a lot of value to the broker community. We are excited to see the outcomes they achieved in this year's survey and are honored to recognize them as one of our top performers."

ERCG provides business intelligence and consulting services to energy market participants, offering guidance on entry strategies, investment opportunities, and market and policy dynamics. In addition to collecting data from the online responses, ERCG's annual satisfaction survey consisted of telephone interviews with both brokers and suppliers where data validation was necessary or to acquire additional insight on specific topics. For more information on the company and its research initiatives, visit [www.ercg-us.com](http://www.ercg-us.com).

#### **About ENGIE Resources**

ENGIE Resources, which recently rebranded in 2016, is the third-largest non-residential retail electricity supplier in the United States and currently serves commercial, industrial, and institutional customers in 14 markets: Connecticut, Delaware, Illinois, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Texas, and Washington, D.C. The company serves over 85,000 accounts for customers having a peak demand ranging from 50 KW to more than 200 MW, with an estimated peak load totaling nearly 13,000 MW. For more about ENGIE Resources, visit [www.engieresources.com](http://www.engieresources.com) or call 1-866-999-8374. Follow ENGIE Resources on [Twitter](#) and [Facebook](#).

The company offers electricity service to residential and small business customers in Connecticut, Delaware, Illinois, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Texas, and Washington, D.C., under the brand Think Energy®. Think Energy® works every day to be "The Unsurprise Energy Company," providing customers transparent, competitive fixed prices, easy-to-use online tools, and excellent customer service. For more information, visit [www.thinkenergy.com](http://www.thinkenergy.com), or call 1-888-923-3633, or email [questions@mythinkenergy.com](mailto:questions@mythinkenergy.com).

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