



Press Release

J.D. Power and Associates Reports: Nicor National Call Center Recognized for Providing An Outstanding Customer Service Experience

WESTLAKE VILLAGE, Calif.: 7 November 2012 — Nicor National has been recognized for call center operation customer satisfaction excellence under the J.D. Power and Associates Call Center Certification ProgramSM. The Call Center Certification Program distinction acknowledges a strong commitment by Nicor National's service call center operations to provide "An Outstanding Customer Service Experience."

To become certified, the call center successfully passed a detailed audit of more than 100 practices that encompass its recruiting, training, employee incentives, management roles and responsibilities, and quality assurance capabilities. As part of its evaluation, J.D. Power and Associates conducted a random survey of Nicor National customers who recently contacted its call center in Naperville, Ill.

"Nicor National has now earned our certification for six consecutive years and is to be congratulated on this significant achievement," said Mark Miller, senior director at J.D. Power and Associates. "Their most recent certification demonstrates that Nicor National has made the necessary commitments required to consistently provide an outstanding customer experience."

For certification status, a call center must also perform within the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power and Associates' cross-industry customer satisfaction research. The evaluation criteria include the customer service representative's courtesy, knowledge and concern for the customer; promptness in speaking to a person; and timely resolution of the problem or request. Additionally, the experience with the automated phone system is evaluated based on the clarity of the information provided, the ease of navigating the phone menu prompts and the ease of understanding the phone menu instructions.

"It is a significant accomplishment to earn six consecutive certifications," said Robin Boren, president of Nicor National. "I have observed firsthand the work and effort that goes into this achievement, and I'm proud of our entire team for their continued commitment to providing exceptional customer service."

The Call Center Certification Program was launched by J.D. Power and Associates in 2004 to evaluate overall customer satisfaction with call centers and to help call centers in various industries increase their efficiency and effectiveness by establishing and continually updating leading practices for handling service calls.

For more information on the [Call Center Certification Program](#), please visit [JDPower.com](#).

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit [JDPower.com](#). J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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(Page 2 of 2)