

PRESS UPDATE

7th January 2010

Spark Energy chooses Message Pad to help them deliver the best in customer service

Message Pad, the contact centre services specialist, is delighted to announce a new contract with Spark Energy to provide customer service support for its client base of tenants and landlords across the UK. Accredited by Ofgem in February 2008 and launched as a domestic supplier in July 2008, Spark Energy is the UK's only utilities company focused exclusively on supplying gas and electricity to the residential tenants sector. Message Pad will initially provide an overflow helpdesk for customers specifically wishing to give meter readings, new tenant details and make general enquiries about Spark Energy services with new services likely to be added during 2010.

Spark is currently working with over 200 property management companies, which represent more than 86,000 properties throughout the UK. The company is the fastest growing utility company in the UK and is beginning the roll-out of smart meters to all customers. The company's goals of exceeding industry standards for performance, development and delivery are being achieved by investment in technology and strategic partnerships with specialist services providers such as Message Pad.

Chris Gauld, Managing Director of Spark Energy, comments: *"Spark Energy is well aware that the energy industry has a general reputation for poor customer service. We are keen to change this trend and, by working with Message Pad, we are clearly demonstrating our commitment to both improving and delivering excellent service to all our clients."*

Rob Peat, Corporate Development Manager for Message Pad, adds *"Spark Energy are a fast growing company with an excellent commitment to providing great customer care. Message Pad's 'people on demand' services give them access to a highly skilled pool of contact centre agents 24/7 that they can utilise as and when they need to."*

For more information about Spark Energy visit www.sparkenergy.co.uk. For more information about Message Pad services visit www.message-pad.com.

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Editors' notes:

Message Pad was established in 1994 to provide contact centre services to businesses and organisations of all sizes. Along with its technology division, **mp/Systems**, Message Pad is the UK's leading provider of contact centre solutions and outsourced services using the **intelligentContact**[™] technology.