

September 2, 2016

Thanks to the trust of its customers EPM has received the CIER Internacional award, silver category in electric energy service satisfaction.

- **EPM Group thanked its customers and users for having elected it among the best electric energy service providers in Latin America and reiterated its commitment to quality so as to be closer to the people.**
- **EPM achieved second place in businesses with over 500,000 customers among 32 Latin American companies in the sector.**
- **EDEQ and Del Sur, affiliates of EPM Group, received accolades in the less-than-500,000-customers segment**
- **These awards are a recognition to the dedicated work of EPM Group to bring well-being to the people and development to the regions**

Thanks to the scores given by users and customers who value service quality, three companies of EPM Group, EPM, EDEQ and Del Sur, were distinguished with the Comisión de Integración Energética Regional (CIER) 2016 Awards among 63 distributors of electric energy in 13 Latin American countries.

EPM's Chief Executive Officer, Jorge Londoño De la Cuesta, thanked customers and users for their recognition. "Today we thank our customers and users for their high scores given to the electric energy service provided by us. The results of this survey are very important for our economic group and they become a tool for daily improvement, satisfying the needs of the community, listening to their concerns and advancing in our goal of being ever closer to the people.

The 2016 CIER Internacional Awards are granted by Comisión de Integración Energética Regional based on the yearly Regional Satisfaction Survey of Residential Customers conducted among customers and users of electric energy in Latin America.

In the survey customers and users answered questions related to five quality areas: energy supply, information and communication, energy bill, customer service, and image. The Satisfaction Index of Perceived Quality (ISCAL, for its Spanish initials) is calculated based on the sum of these attributes and yields the score assigned.

The companies participate in the category corresponding to their number of customers – over 500,000 customers and less than 500,000 customers. Each category awards three accolades – gold, silver and bronze.

In 2016, EPM occupied the second place among the companies with more than 500,000 customers with 85.2 points out of 100 and above 31 companies in this segment, and won the CIER Award, Silver category. EDEQ in turn, received the Gold award among the companies with less than 500,000 customers, with a score of 92.8 out of 100, and Del Sur, EPM's affiliate in El Salvador, obtained the Silver award with 90.8 out of 100.

Londoño De la Cuesta added that “for EPM Group it is very satisfactory to have three of its companies chosen by the very customers and users among the best in Latin America in delivery of electric power because it recognizes the work we carry out day after day to bring them a reliable quality service that contributes to their quality of life and adds to the development of the regions where we are present”.

The Comisión de Integración Energética Regional (CIER) has 13 country members such as Argentina, Bolivia, Brazil, Colombia, Ecuador, Paraguay, Peru and Uruguay, as well as the Comité Regional para Centroamérica y El Caribe (CECACIER), of which 263 companies in the region are members. Mexico is an associated member, and entities like Autoridad Nacional de Servicios Públicos de Panamá (ASEP) and Administración del Mercado Eléctrico de Uruguay (ADME) also take part.

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