

April 4, 2017

RE: Letter of Recommendation

ConEdison Solutions retail commodity business supported responsible telemarketing practices in a manner that both supported and promoted the competitive energy markets in deregulated states. With almost twenty years of experience in selling in competitive deregulated energy markets, ConEdison Solutions had developed internal policies and procedures in the telesales channel that improved the shopping experience for consumers of deregulated energy and reduced consumer frustration. Many of these industry leading teleservices best practices were developed in collaboration with AGR Group.

I oversaw all facets of the Mass Market program (opt-in residential and small commercial segment) for 16 years, and significantly grew the customer base from a few thousand accounts by acquiring hundreds of thousands of accounts using a multi-channel approach with many vendors. I am writing to recommend the services of AGR Group and specifically commend the work and dedication of Matt Judkin, Dan Reike, and Javier Ponce. ConEdison Solutions' retail commodity business continuously contracted with AGR Group for over ten years and played an important role in the Mass Market business. Initially, I engaged ConEdison Solutions with AGR Group to manage an outbound residential telesales campaign. We were pleased with AGR Group's in-depth understanding of the deregulated energy industry and their ability to quickly get a program running. The relationship expanded and deepened to include lead generation targeted to the commercial and industrial segment, small business customer acquisition, do not call list compliance, handling our inbound call overflow, municipal aggregation inbound call handling, do not call list management, lead list services, and TCPA compliance. AGR Group's industry knowledge and attention to detail have aided the growth our company by targeting select prospects, acquiring profitable customers, and keeping customers satisfied.

I feel confident in recommending AGR Group's services to other businesses. AGR Group understands both TCPA compliance and regulatory rules and laws associated with deregulatory energy. I found the staff at AGR Group to be dedicated and highly professional. Their sales and operations departments are detail oriented, flexible to work with, always willing to take the time to discuss concerns, respond to questions, and willing to quickly address their client's priorities. Over the tenure, AGR Group was able to successfully acquire approximately 80,000 residential and business accounts without a valid complaint. Most importantly, I was impressed with AGR Group's actions during challenging and difficult times.

I support the efforts of conscientious businesses and vendors, such as AGR Group, which help improve the consumer experience, enhance the reputation of competitive energy markets, follow strict adherence to rules and regulations, and provide benefits to responsible suppliers participating in the market.

If you have any further questions, please feel free to contact me.

Regards,



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