



RNS REACH
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Flowgroup plc
("Flowgroup" or the "Company")

Flow Energy awarded Which? Recommended Provider status

Flowgroup plc (AIM: FLOW), which provides a range of innovative energy technologies, energy supply and energy services, announces that Flow Energy, its energy supply business, has been awarded Which? Recommended Provider status in the 2016 Which? annual energy customer satisfaction survey.

The Which? energy customer satisfaction survey gains a huge amount of media coverage every year and is a key indicator of energy company performance in the eyes of consumers. Flow Energy was one of only two energy suppliers to be awarded Which? Recommended Provider status this year. Flow Energy is now licenced to use the Which? Recommended Provider logo on its website and in its customer communications.

Which?'s endorsement icons - Best Buy, Recommended Provider and Which? Awards - publicly recognise and celebrate excellent products and services and help consumers make informed buying decisions. The Group believes that being able to advertise Flow Energy's Which? Recommended Provider status gives Flow Energy a distinct advantage over other energy suppliers and should allow the business to acquire more energy customers at a lower cost.

Flow Energy was awarded Which? Recommended Provider status following comprehensive analysis of Flow Energy's policies, pricing, communications, customer service and complaint handling. The assessment process also included a survey of Flow Energy's customers which generated a Which? customer score of 73%, significantly higher than the overall industry average of 53%.

Andrew Beasley, Managing Director of Flow Energy, commented:

"This is fantastic news for our energy business. While customers will always be interested in price, they are increasingly looking for indicators of good service when choosing an energy company to switch to. Being a Which? Recommended Provider is an incredibly strong message for prospective customers around the level of service they should expect with Flow and we believe that this endorsement will help drive many more customers to us."

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Andrew Beasley, Managing Director, Flow Energy

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