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ERIC ROBERTS NAMED VICE PRESIDENT AT CONSERVATION SERVICES GROUP

Roberts will oversee expanded customer contact center operations for national energy services firm

WESTBOROUGH, Mass., Jan. 17, 2012 – Conservation Services Group (CSG) today announced Eric Roberts as vice president of Customer Contact Center Services, according to Mary Stewart, executive vice president of business services. In this new position, Roberts is responsible for the direction, oversight and management of the company's national call centers, located in six regions around the country. Roberts is based out of CSG's Westborough, Mass. headquarters.

Roberts brings more than 18 years of experience to CSG, having spearheaded customer service operations for several Fortune 500 companies around the country. Most recently, Roberts was group vice president of North American Call Center Operations for Affinion Group, of Stamford, Conn. There, he managed key client relationships and operational improvements for the national marketing firm. Prior to Affinion, Roberts spent over a decade with Citigroup, where he held several leadership positions in sales, operations and customer service. In one of his first positions there as a sales manager in the Jacksonville, Fla. office, he received the Chairman's Leadership Award for sales performance. The next year, Roberts was promoted to vice president of operations for Citicards Canada, where he oversaw three of the firm's offices in Ontario. Roberts then relocated to the Boston office of CitiStreet, where he served as multi-site director, overseeing 1,000 customer service representatives in three locations in the U.S. and one offshore. In this role, he saved the company hundreds of thousands of dollars by streamlining

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CSG- Roberts Joins CSG as vice president/2

operations and championing Six Sigma projects, among other improvements. Roberts began his career in the insurance industry, managing call centers throughout the southeast for several national firms.

A featured speaker at U.S. and international industry conferences, Roberts is a member of the Global Operations Council. Roberts holds a B.A. in business administration from Georgia College in Milledgeville, Ga. and is a resident of New Albany, Ohio. Roberts is a native of Macon, Ga.

CSG runs Customer Contact Centers in Massachusetts, New York, Illinois, Tennessee, California and Oregon. The number of representatives staffing these centers has grown to nearly 15 percent of CSG's total workforce (800). Since 2009, customer inquiries related to CSG client- sponsored programs have more than doubled to nearly a half a million calls a year. Stewart said, "Our Customer Contact Centers are on the front lines of this increased demand. The day-to-day oversight and management of this explosive growth, from someone with Eric's experience, will be a tremendous asset for both CSG and for our clients. His expertise in leading customer service delivery for large firms will streamline operations, provide strategic direction and ensure exceptional service to the thousands of consumers we serve every day, all over the country."

Conservation Services Group was founded in 1984 and is headquartered in Westborough, Mass. The firm works with utilities, government agencies, public housing authorities and other groups nationwide to design and carry out energy saving programs and strategies. For more information, visit www.csgrp.com.

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