



News Release

ATCO I-Tek

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For Immediate Release

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ATCO I-Tek EARNS PRESTIGIOUS NORTH AMERICAN AWARD FOR THIRD CONSECUTIVE YEAR

Customer satisfaction highest in Alberta

EDMONTON, Alberta – For the third year in a row ATCO I-Tek's call centre has received one of North America's top awards for customer service. The award was presented to the call centre by the independent research company, Service Quality Measurement Group Inc. (SQM).

"We take great pride in this coveted honour," said ATCO I-Tek President, Bobbi Lambright. "This is an outstanding testament to the commitment and care our call centre agents bring to customers every day."

ATCO I-Tek provides customer service to 1.6 million Albertans including ATCO Gas and ATCO Electric customers.

"ATCO I-Tek's call centre provides excellent service to our customers," said ATCO Electric President, Sett Policicchio. "As a result, our own reputation as a utility provider is enhanced."

"We know our customers are being taken care of," said ATCO Gas President, Brian Hahn. "We have ATCO I-Tek's quality service to thank for that."

The Service Quality Award of Excellence was given to ATCO I-Tek for the service provided to customers in the energy utility sector. In this case, SQM asked more than 400 ATCO Gas and ATCO Electric customers to rate the service they received. Based on SQM's research, 90 percent of call centre customers were satisfied with the service, putting ATCO I-Tek in the "highest customer satisfaction" category.

ATCO I-Tek delivers customer care, utility billing and information technology solutions to a diverse group of clients that operate around the world. ATCO I-Tek, ATCO Gas and ATCO Electric are wholly-owned subsidiaries of Canadian Utilities Limited, part of the ATCO Group of Companies.

ATCO Group, an Alberta-based worldwide organization of companies with assets of approximately \$8.5 billion and more than 7,800 employees, is comprised of three main business divisions: Power Generation; Utilities (natural gas and electricity transmission and distribution) and Global Enterprises (industrial manufacturing, technology, logistics and energy services). More information about ATCO Ltd. can be found on its website www.atco.com

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Forward-Looking Information:

Certain statements contained in this news release may constitute forward-looking statements. Forward-looking statements are often, but not always, identified by the use of words such as "anticipate", "plan", "expect", "may", "will", "intend", "should", and similar expressions. These statements involve known and unknown risks, uncertainties and other factors that may cause actual results or events to differ materially from those anticipated in such forward-looking statements. The Corporation believes that the expectations reflected in the forward-looking statements are reasonable, but no assurance can be given that these expectations will prove to be correct and such forward-looking statements should not be unduly relied upon.

The Corporation's actual results could differ materially from those anticipated in these forward-looking statements as a result of regulatory decisions, competitive factors in the industries in which the Corporation operates, prevailing economic conditions, and other factors, many of which are beyond the control of the Corporation.

The forward-looking statements contained in this news release represent the Corporation's expectations as of the date hereof, and are subject to change after such date. The Corporation disclaims any intention or obligation to update or revise any forward-looking statements whether as a result of new information, future events or otherwise, except as required under applicable securities regulations.
