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FOR IMMEDIATE RELEASE

CENTURION, INC. HELPS NICOR BECOME MORE CUSTOMER CENTRIC

TAMPA (March 6, 2013) – Centurion, Inc. is pleased to announce the implementation of consumer self-service applications on an Avaya Experience Portal IVR at Nicor. This solution enhances the customer experience and impacts customer loyalty, reduces costs, and drives growth.

“Centurion’s applications and integration were pivotal in meeting the tight time table required for transitioning the customer service centers at Nicor,” said John De Grange of Atlanta Gas Resources.

According to Larry Wallace, “Centurion was able to leverage its many years of experience in delivering IVR and customer service center computer telephony integration to the Nicor project. The IVR reduces Nicor costs by providing consumer self-service applications and improving the efficiency of agent handling of calls when direct interaction is required.”

About Nicor Gas

Nicor Gas, a wholly owned subsidiary of AGL Resources (NYSE: GAS), is a natural gas distribution company that serves more than 2 million customers in a service territory that encompasses most of the northern third of Illinois. For more information, visit www.nicorgas.com.

About AGL Resources

AGL Resources (NYSE: GAS) is an Atlanta-based energy services holding company with operations in natural gas distribution, retail operations, wholesale services, midstream operations and cargo shipping. AGL Resources serves approximately 4.5 million utility customers through its regulated distribution subsidiaries in seven states. The company also serves approximately 630,000 retail energy customers and approximately 1.2 million customer service contracts through its SouthStar Energy Services joint venture and Pivotal Home Solutions, which market natural gas and related home services. Other non-utility businesses include asset management for natural gas wholesale customers through Sequent Energy Management, ownership and operation of natural gas storage facilities, and ownership of Tropical Shipping, one of the largest containerized cargo carriers serving the Bahamas and Caribbean region. AGL Resources is a member of the S&P 500 Index. For more information, visit www.aglresources.com.

About Centurion, Inc.

Centurion, Inc. is a systems integrator that helps organizations automate their communications to increase efficiency, reduce costs, streamline processes and improve service. Centurion develops and integrates custom or off-the-shelf Interactive Voice Response (IVR), Automatic Call Distribution (ACD), Predictive Dialer, Outbound Notification, Screen Pop, Quality Assurance Recording and Multimedia Task Management Contact Center solutions that can be deployed on-premise or via the cloud and are ideal for the utility, financial, government, healthcare and SMB markets. Founded in 1981, Centurion has thousands of customers worldwide and is headquartered in Tampa, Florida with additional offices in Wisconsin. Centurion can be reached at 727-431-5300 or www.CenturionCARES.com.

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