

## IR COPEL 12/11 - 07/27/2011

### **Copel receives 94.4% client approval in Abradee's Satisfaction Survey elected as best in country by residential clients**

Copel, through its subsidiary Copel Distribuição S.A., was ranked first in the 2011 Abradee Survey's Client Approval Index (IAC), which measures residential clients' satisfaction with the quality of products and services rendered and creates indices that serve as a basis for comparing Brazil's electricity distribution companies, in addition to acting as a performance development tool.

A total of 94.4% of Copel's residential clients were satisfied with the company's services.

Curitiba, July 27, 2011.

Sincerely,  
Ricardo Portugal Alves  
CFO and Investor Relations Officer