

Key insights from the 2019 Consultant Survey...



The relationships SmartestEnergy have with its energy consultants have always been key and to reflect this, SmartestEnergy have developed a set of Consultant Commitments.

DJS Research recently conducted a study on behalf of SmartestEnergy to help understand your experiences as well as your customers' experience of working with them and to assess performance against these Consultant Commitments.

We would like to share some of the key insights from the research with you...

We asked you how we are performing against our consultant commitments...

Being fair, open & knowledgeable

Creating the best environment to collectively manage your customers

Seeking customer satisfaction in everything we do

Being open to change when it benefits everyone

Innovating and looking at new opportunities for you and your customers

You said we are performing well when it comes to...



Customer service & account management

Trading energy on behalf of customers

Billing & invoicing

And you told us...

We are performing well in relation to our commitments to you, but we still have scope for improvement.

We received some really useful feedback on the areas we need to prioritise, and over the next year we will strive to make sure that we continue to deliver on our commitments.

The areas that we will focus on over the next year include:



Resolving queries quicker & ensuring you are able to get in touch with someone who can help



Improving our pricing, tendering & contracting processes



Improving our systems for you & your customers



Improving attention to detail on proposals, invoices & contracts