

## What our clients say.

At Smart Power, we continue to evaluate our services and focus on how we can better assist our clients in managing their energy use.

We recently commissioned an independent agency to survey our clients to rate our products and services with a view to improving our offering and providing greater value.

### What we did.

An online survey was sent to our database in both Australia and New Zealand, looking for feedback about our overall service, specific products and client challenges. Here's what they said...



Excellent 46.88%, Above average 53.12%, Average 0.00%, Below average 0.00%, Poor 0.00%.

### Specific Smart Power attributes that our clients value.

In addition to evaluating power usage and identifying cost savings, our clients also identified that they highly value these Smart Power attributes:

Level of expertise <b>96.78%</b>
Effectiveness: <b>90.32%</b>
Ability to respond to queries: <b>90.32%</b>

*Percentage of clients that rate Smart Power as Excellent or Above average.*



### A few words from our clients.

When asked for feedback and specifically 'what does Smart Power do well?' we received the following comments:

*"They understand our business and can tailor their support, advice to our needs"*

*"Expertise and advice"*

*"Personalised, focused attention to detail, great analytical skills, trusted outcome, reassurance"*

*"Provide up to date expertise relating to procurement with good understanding of the market"*

*"Clear reporting"*

*"Useful advice and response to questions. Proactive"*

*"Knowledge of electricity market—simplifies a complex market for us"*

*"Whatever we ask"*

*"Provides sound advice. Good technical expertise"*

*"Good advice from an energy management process"*

*"Good understanding of customers and their operations and needs"*

*"Good response to questions and timely delivery of reports"*



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