

# power direct

## energy for business

### A day in the life of an Energy Consultant



#### We want our customers to be delighted with our services

So we feel that the most beneficial thing customers receive from us is the provision of a dedicated Account Manager (Energy Consultant) who is an experienced energy expert. Your Account Manager is your first point of contact and always on hand for advice and guidance.



#### Our Account Managers spend their days working to achieve the best outcome for customers

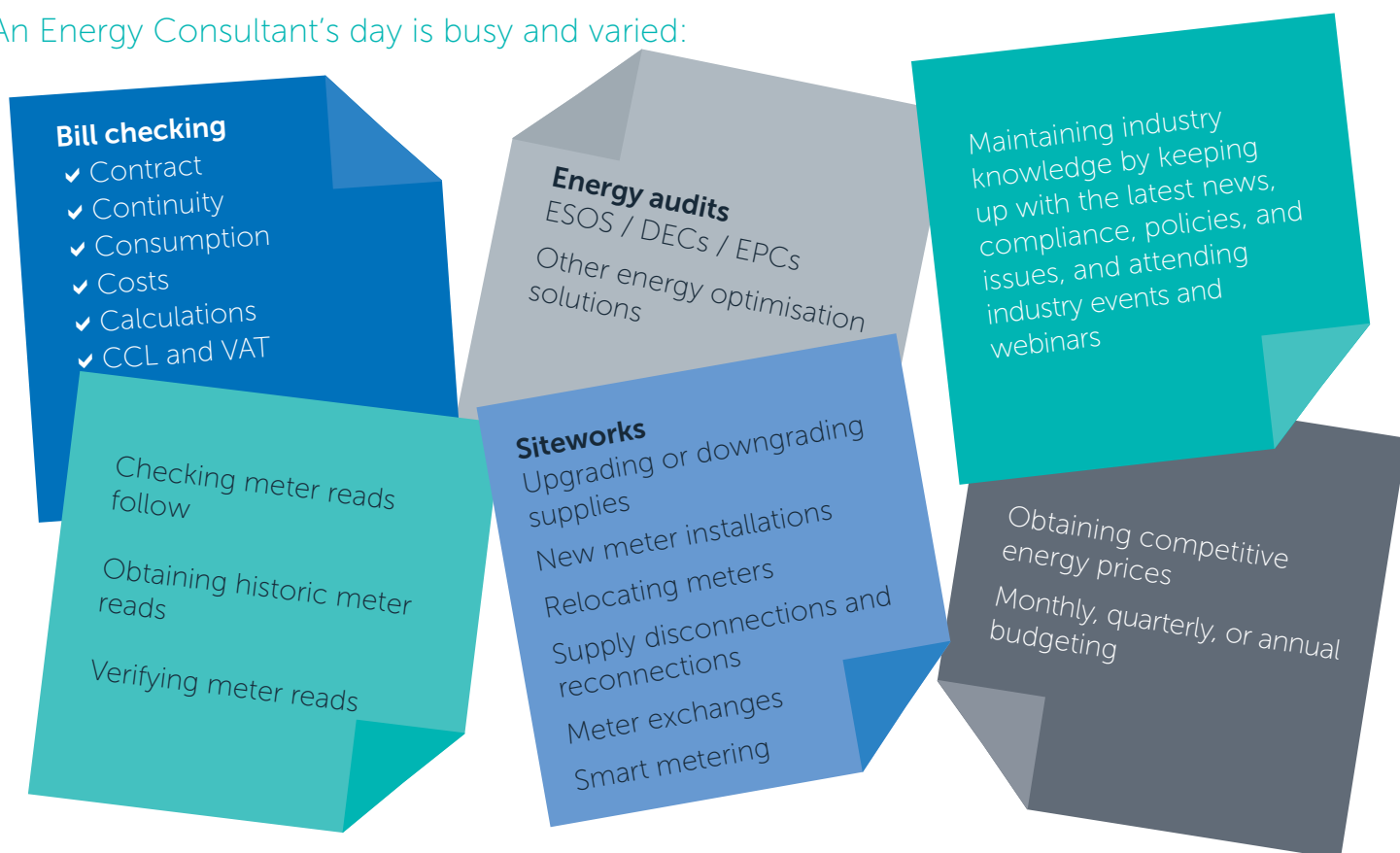
We act on our customers' behalf to resolve any issues via a 'case' system. Cases are worked within agreed timescales in order to support a timely resolution, and customers are kept informed on the progress of the case. We'll spend the time needed to liaise with all parties and, once a case has been resolved satisfactorily, a Case Summary will be sent by email, summarising the nature of the case, the actions taken by us to resolve it, and the final outcome.



#### Our Service Level Agreements (SLAs) support our commitment to delighting customers

We will respond to your emails and telephone messages within three hours; we will validate bills on the day of receipt, and post them to customers that same day, or email them, where required, the following day at the latest. If we anticipate any delay in sending a bill, we will always inform the customer as soon as possible.

### An Energy Consultant's day is busy and varied:



### But there are some energy issues your Account Manager cannot help you with

Your Account Manager can assist with nearly everything to do with your energy supply. But, remember, we are not a supplier, and we cannot help you in the event that you don't have heating or hot water, in which case you would need to call your plumber. And if you smell gas, you should immediately call the National Gas Emergencies helpline: 0800 111 999.

### Contact us

[www.powerdirectltd.com](http://www.powerdirectltd.com) | [info@powerdirectltd.com](mailto:info@powerdirectltd.com) | 0333 1234 313