



Accountability



Understanding



Proactivity

OUR CUSTOMER CHARTER

Our commitment to customers

We put our customers at the heart of everything we do and are committed to providing great service experiences and business outcomes.

Our approach has been shaped and refined over 15 years, but it is still based on these three fundamental commitments.

About us SmartestEnergy is a next-generation energy company helping businesses navigate the changing energy landscape. Established in 2001 with the financial strength of our parent company the Marubeni Corporation, we are a well-resourced, bankable partner you can trust.

Contact us

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Accountability

We're committed to always delivering accurate, relevant and accessible information for you and your business.

Our customers are always represented in our decision making. At every turn we consider how our actions impact your SmartestEnergy experience.

We use our experience and expertise to create transparent solutions and deliver tailored support, making energy easier for you.



Understanding

We'll keep an open dialogue with you to understand and support your business as it grows and evolves.

The energy industry can be challenging but we will look for ways to support you and your business and help wherever we can.

We champion change and flexibility and will always try to take action when we see a chance to improve the market for everyone.



Proactivity

Information is what powers our business and the service we offer. We are committed to keeping you up to date with your account and in the know with industry news.

We take time to get to know your account, so we can quickly spot differences and anomalies before they become a problem or affect your account.

Our team will explore creative and innovative energy solutions and cost saving opportunities for you.

