

Broker Charter

Our commitment to energy brokers



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.

We are building a dynamic next generation energy business based on mutually rewarding relationships with energy brokers. Our service is founded on these five commitments:



Being knowledgeable and open



Tailoring our service to best manage your customers



Customer satisfaction in everything we do



Being open to change



Flexible product and services



Being knowledgeable and open

We're an energy business that's powered by information. You'll find us knowledgeable, forward-thinking and keen to share what we know.. We'll keep you and your customers informed every step of the way through webinars, newsletters, at our online portal and in person. Our local and international insights will help drive better outcomes for your customers and your business.



Tailoring our service to best manage your customers

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Customer satisfaction in everything we do

We are here to support you and help you deliver great customer outcomes. To that end, we'll collect feedback and regularly measure satisfaction so we can continually improve the experience for both you and your customers.



Being open to change

We encourage you to come to us with new ideas and challenge the way things are done. If it doesn't work for you, it doesn't work for us, but you can rely on us to find a way that does.



Flexible product and services

The world is going through an energy revolution - one that is creating new opportunities all the time. Our nimble approach lets us quickly respond to bespoke requests that help you deliver on your customers' individual energy needs.