

## CLIENT COMMITMENT CHARTER

### **Our goal**

To exceed the expectations of our communities, clients and stakeholders.

### **Our commitment to you**

We service communities where our customers live, work and play. That is why we are always committed to providing you responsive and professional client services. We will be authentic, open, honest and consistent in every interaction.

### **Our client service standard**

- We will provide you with accurate, timely and helpful information
- We will respond to your phone call or email within two business days
- If your enquiry is complex and we need more than two business days, we will notify you
- We will keep you informed about decisions that may affect your community
- We will seek your feedback and, where possible, act on feedback to deliver better outcomes

### ***A better tomorrow***

We promise to always provide honest advice on how communities can improve consumer choice and enhance consumer protections. Our community solutions are focused on doing the right thing and reducing the impact on our planet.

### ***Forge our own path***

We work with our communities to bravely venture down new paths, always looking for new and improved ways of delivering a holistic approach to energy and water solutions.

### ***Never say never***

We'll ask the right questions, take ownership and work with you to get the best solution for your community. Exceeding your expectations along the way.

### ***Keep it local***

#### ***Our team is based where you are!***

Our team of senior energy consultants work with our clients across New South Wales and Queensland to deliver the best utility solutions for each community. They work with you every step of the way, designing a system that everyone will benefit from.

Our dedicated account management team ensures that what you expected is what you're getting. From contract implementation and delivery, through to billing enquiries and general energy and water advice, our team of utility professionals are here for you.

### ***Make Difficult Seem Simple***

Let us do the hard work. We will provide you with information and guidance to assist you in understanding the latest government energy and water policy.

### **If we exceeded your expectations**

It is our goal to exceed your expectations and it is important to know what works well. By telling us when you're happy with our service, we are better able to recognise the efforts of our team and ensures we replicate these best practices company wide. Please email your feedback directly to our **team manager** who will pass on the praise to the appropriate team.

### **If we don't meet your expectations**

We want our client service to leave you feeling surprisingly joyful. If our service has not met your expectations, we ask that you tell us as soon as possible, so we can seek a quality solution. Please email your concern directly to our **team manager** who will work with you to resolve your concern within 2 business days.

### **Talk to our team**

If you're not sure who to contact and you're a Strata or Body Corporate Manager, Building Manager, Building Owner, or Committee member, send us an email at [clientoffice@altogethergroup.com.au](mailto:clientoffice@altogethergroup.com.au) and we'll get you connected with your local team in no time.

Sincerely,



Angela Falbo

National Client Relations Manager

Altogether Group