



“In business
to help your
business.”

Our Service Promise.

Your service team.

AGL's commitment to you goes far beyond just supplying energy. Your dedicated Service Team is your direct point of contact for all matters and questions relating to your energy needs.

Based locally in Melbourne and Adelaide are 4 service teams, comprising over 60 Business Service Specialists who are committed to ensuring you enjoy the best of value, services and energy advice at all times. It's all about smart solutions that make your life easier.

In addition, AGL has a team of 4 Specialists who are specifically trained on the needs and enquiry types of Procurement Australia members. Your expert team are highly experienced in handling complex business enquiries and are dedicated to responding to the needs of Procurement Australia members.

Get in touch. It's why we're here.

If you have a question, please call us and we'll be happy to help. We're available to assist you over the phone between the hours of 8.30am and 5.30pm Monday to Friday, or simply email us at ProcurementAustralia@agl.com.au. We're here to help, in any way we can.

Contact us.



1300 793 477



ProcurementAustralia@agl.com.au



agl.com.au/ProcurementAustralia

Your Service Team

Escalations

Your dedicated CRM

Our Service Promise for Procurement Australia enquiries.

Our service promise is to answer a minimum of 75% of calls within 30 seconds.

All email queries receive an initial response within 72 Hours.

- > 70% queries resolved within 5 Business Days
- > 80% queries resolved within 10 Business Days
- > 95% queries resolved within 20 Business Days

Escalations.

Should you ever wish to escalate your enquiry, you can do so by using our dedicated Escalations inbox.

We'll get back to you within 24 hours.



PAEscalations@agl.com.au

Your dedicated Customer Relationship Manager.

AGL has a total of 6 Customer Relationship Managers who are assigned to our most valuable customers to assist us in providing an exclusive and exceptional service for our most important customers.



Meet Andre Smith, your dedicated Customer Relationship Manager. Andre is employed exclusively to service the more complex needs of Procurement Australia members and supports your Service Team to deliver an outstanding service, whilst ensuring we achieve or exceed on our service promise to you.

Your Customer Relationship Manager is committed to:

- > Investigating how AGL can have a positive impact on your business outcomes.
- > Working with you to understand your business and develop tailored energy advice and solutions to help you reduce your energy costs and usage, that are sustainable, now and in the future.
- > Identifying further opportunities to build and enhance the partnership between AGL and Procurement Australia.

Andre can also be contacted as an escalation point for enquiries that have not been resolved through your Service Team and dedicated Escalations inbox.



ASmith7@agl.com.au



**Procurement
Australia**