



ACCOUNT MANAGEMENT

In an industry as dynamic as Energy, maintaining strong customer relationships is key. You should feel confident that the management of your business' energy needs are taken of.

HOW WE CAN HELP

Our account management services are designed to help your business navigate this complex landscape with ease.

At Co-op Power, we understand the value of a successful partnership. Our Account Managers will support your business with the day-to-day operational needs and your transition to Net Zero.

Our Account Managers serve as your single point of contact, facilitating seamless interactions and ensuring that your account is in safe hands.

Data is key to a well managed supply contract. Your Account Manager will ensure your data is correct, and if not, arrange for it to be corrected in a timely manner. This will ensure your bills are correct, sites are set up correctly and queries successfully managed.

Leveraging years of industry expertise, our account managers provide valuable insights and recommendations that help you stay ahead of market trends and regulatory changes. This strategic guidance empowers you to make informed decisions and drive innovation.



Dedicated Account Manager

Industry Expertise

Tailored Reporting

Trusted Partnership

Market Insight



ACCOUNT MANAGEMENT

HOW IT WORKS

On agreeing your contract with Co-op Power an allocated Account Manager will be assigned to your account.

As part of our Onboarding program, you will meet with your Account Manager to establish a pattern of meetings to best suit your requirements.

We recommend your review meetings always include:

- A review of query logs
- Portfolio analysis including any sites which are due to transfer
- Consumption and meter reading analysis
- Industry and compliance updates
- Business updates

You will benefit from a single point of contact, however, when specialist support is required, your account manager can access the expertise within the team to make sure your business needs are met. This includes regular meetings with our Billing, Procurement and Supplier management teams.

REPORTING

Your account Manager will be responsible for ensuring all your reports are delivered within the agreed timescales. They will work with you to find a tailored reporting solution for your business.

Our Reporting package includes:

- Monthly Portfolio Report
- Monthly Position Report
- Billing Query Report
- CRM Query Report
- Non-commodity Report
- Estimated Consumption Report
- Faults and Meter Data Report
- Monthly Market Report
- A Quarterly Webinar providing you with key market updates.

