

PARLEY CROSS VETERINARY CENTRE CASE STUDY

Top dog for customer service

PROVIDING A RELIABLE GAS SUPPLY
AND DEDICATED POINT OF CONTACT



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"I USED TO HAVE LOW EXPECTATIONS WHEN DEALING WITH THE BIG CORPORATE COMPANIES AS THEIR CUSTOMERS ARE JUST NUMBERS THEY ARE DEALING WITH EN MASSE BUT WITH CNG YOU ARE NOT JUST A NUMBER. 10 OUT OF 10 FOR CUSTOMER SERVICE."

Kirstie Gray, Administrator,
Parley Cross Veterinary Centre

BACKGROUND

Parley Cross Veterinary Centre is a walk-in centre that provides pet owners in and around Bournemouth with medicines and advice. As with many small companies, business gas is an everyday essential for Parley Cross – it provides central heating and delivers a constant supply of hot water for staff, treatments and veterinary operations.

THE CHALLENGE

The Centre previously dealt with large energy suppliers and having been frustrated by the high costs and poor customer service, they began searching for an alternative.

THE SOLUTION

Parley Cross not only found CNG the most cost effective supplier on comparison sites, but also a breath of fresh air when it came to service. During the switchover, we kept the Centre informed at every stage of the process and installed an Automatic Meter Reader to make meter reading effortless. We also made a point of building a relationship and providing a dedicated point of contact. So any issues could be tackled quickly and efficiently.

The result was a reliable gas supply and a relationship that, for the first time, made the practice feel like a valued business customer. We like to think this goes a long way to explain why the business has renewed their contract with us for four years in a row.

Let's make energy work for everyone.
Call 01423 502 554 now or visit www.cngltd.co.uk

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