

PYTHON PROPERTIES CASE STUDY

Taking the hassle out of bricks and mortar

BY PROVIDING GREATER TRANSPARENCY AND CONTROL, WITH A FAST, RESPONSIVE CUSTOMER SERVICE



PYTHON PROPERTIES CASE STUDY

"IF YOU'RE USED TO SPENDING HOURS ON HOLD TRYING TO SPEAK TO ONE OF THE LARGER SUPPLIERS, OR WAITING MONTHS TO GET A PROBLEM RESOLVED, YOU'LL FIND CNG A PLEASANT CHANGE."

Richard Antill, Accounts Assistant,
Python Properties

BACKGROUND

Python Properties owns and manages around 200 commercial and residential properties across the north of England.

THE CHALLENGE

The size of this portfolio means that the company regularly needs to contact their gas supplier. However, resolving everyday issues was frequently a complex and lengthy process due to poor communication with the supplier, partly due to an ever-changing array of customer advisors and layer after layer of bureaucracy.

THE SOLUTION

When Python Properties switched to CNG, they noticed a difference instantly. Firstly, as all the company's sites had historically been dealt with as separate accounts, we grouped them together to provide greater transparency and control.

The size of the CNG team means Python can now call in the event of a problem and speak to someone who knows about how the business operates.

Also, we gave the company direct access to our senior team. So complex issues can be resolved in minutes, not months.

Python has subsequently transferred the majority of their portfolio to CNG.

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

CNG LTD
2 Victoria Avenue
Harrogate
North Yorkshire
HG1 1EL

01423 502 554
info@cngltd.co.uk
www.cngltd.co.uk



CNG | POWER
UP