

Customer Charter

Anser Technical aims to deliver our quality services to our clients to ensure an experience that exceeds their expectations and in so doing create client advocates.

We will do this through the following pillars that underpin how Anser Technical provides our services and interact with our clients.

Experience & Knowledge

Our personnel are experienced electrical engineering and business professionals who have a deep understanding of the West Australian electrical utilities industry.

We have the people you need to get things done. Our personnel are experienced Electrical Engineers and business professionals who have worked extensively in the electrical engineering and associated industries and disciplines. We have an excellent understanding of Western Power processes and have developed and maintained a deep, longstanding and abiding relationship with Western Power.

Our personnel have worked in management of some of the largest utility power and energy providers in the state and use industry standard and Western Power approved tools. We have the detailed knowledge you require when seeking approval in the West Australian market, and can help expedite the necessary procedures through our strong relationship and good rapport with both Western Power and Horizon Power.

Client Focussed

If it's important to you, it's important to us. We are committed to supporting our clients every step of the way to provide solutions that are practical and achievable.

Committed to client support, we offer a unique project tracking portal. Our clients can log in and effectively track and monitor the progress of all their projects. We take into account all your considerations, and will work with you to provide a solution that practical and achievable. We believe that by working with you every step of the way, coupled with our industry experience you can be confident your project will be completed with the expertise you need.

We do this by regularly reassessing our service to make sure we are working to deliver what you need. We believe that by listening to our clients we achieve and maintain a high level of customer satisfaction,

which in turn thereby underpins Anser's long-term security and success.

Exceeding Expectations

We believe we deliver excellent value to our clients through the quality of our work and the speed of delivery ensuring client satisfaction at all times. Our solutions will not only meet your expectations, but exceed them.

We also know that speed of delivery and timeframes is especially important when implementing projects, without sacrificing quality. We utilise our rapport with Western Power to make sure that we work through their required processes as quickly as possible whilst maintaining desired integrity; allowing us to deliver technical, design and business solutions that will not only meet your expectations, but exceed them.

We make sure that there is not only safety in our designs build-ins, but constructability as well, saving you money and peace of mind. All our engineers have extensive local and industry experience, meaning that we understand your needs and are able to meet them; we can help you to determine your requirements right from the start so that we get it right the first time.

Adaptability

We tailor our business to suit your business. Whether a short, intense burst of effort or a longer elapsed time is required, our approach allows us to match the needs and demands of our clients.

Our approach ensures deep involvement by our senior directors at all times. This guarantees that our clients have access to the experience and knowledge of our most valued resource - our people. Our approach for assisting clients allows our effort to be varied to match their needs, not ours. We are able to provide services that are simple or complex, for both short and long-term projects. This may mean a short intense effort to complete the design process, followed by a long (duration), thin (effort) trail of approval processing, project management, and communication.

Our flexible approach means we work according to the pace our clients want to work and in doing so, believe this is also the most cost effective for our clients. We are able to provide services that are simple or complex, for both short and long-term projects.