

## Candidate Information – Small Suppliers

### Sarah Hayes – Chief Operations Officer – Utility Point

Sarah Hayes has over 20 years' experience in the energy industry with the Big 6 and other challenger brands. Sarah started her career in 1998 at a Big 6 Energy Company in Customer Services and Complaints, becoming an Energy Expert with expertise in refining the customer service journey. Sarah is currently the Chief Operations Officer at Utility Point and a key member of the Senior Leadership Team.

Sarah recently set up a MOP/MAM, taking it from conception to implementation. This included completing and passing all accreditations for MOCOPA and MAMCoP to improve the SMART meter roll-out for the business, whilst also improving the customer journey. Sarah has maintained contacts with varied disciplines and is the “go-to person” for other companies within the industry, including MOCOPA, MAMCoP, Citizens Advice, Ombudsman, CRM and data-flow businesses.

Sarah says: “Over 20+ years I have seen many changes within the Energy Market. I understand the changes and improvements necessary for customers, especially vulnerable customers. Industry Forums keep me informed and enables me to share best practice. The industry is complex for those involved, so I empathise with how complex it seems to customers. I believe education is key to driving great customer experiences.”