**Best Customer Solution**

 Partnered by

**Customers are the lifeblood of your business and the solutions you provide enable your customers to be better, be more profitable and be more efficient. What customer solution (technology, innovation, product, service offering) have you provided in the last 12 months which made a positive difference to a customer or set of customers?**

Please take no more than 750 words to explain your customer solution. Judges will be looking for:

* What the solution was and why was it needed?
* What impacts have been realised?
* How has the solution helped your customers?
* What were you really proud of with this solution?
* Financial implications of the solution e.g. cost/savings/ROI?

Please note that numbers, stats and customer examples make a difference!

Please send your answer in a Word document to Bruna Pinhoni at Bruna.p@energylivenews.com.

All entries must adhere to the following guidelines:

1. Entries need to be in by 5 p.m. September 23rd.
2. There is a minimum score requirement to be shortlisted on all awards.
3. The top ten scoring consultancies above the minimum score requirement will make up the shortlist for an award. The shortlists will be announced week commencing October 28th.
4. Please note the word limits on all entries. Any entries over the limit will be truncated.
5. You may use up to 3 pictures or web links in your entries.
6. Judges’ decisions are final and binding; and no discussions or correspondence will be entered into relating to any of their decisions.
7. ELN may contact industry players and bodies to ensure the validity of the TPI's claims.
8. If you are shortlisted for one or a number of awards, you will receive two free tickets for the TELCA Awards Ceremony. Additional tickets are £400 ex VAT each.