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## **TPC Consolidated (ASX:TPC) Media Release | December 2022**

### **TPC Consolidated's CovaU wins Product Review Reward for second consecutive year**

#### **Highlights**

- TPC Consolidated Limited's (ASX:TPC) CovaU wins the Product Review Reward for 2023
- This is the second consecutive year CovaU has won this award
- TPC is focussed on further expanding CovaU's market presence in the energy segment of the Australian utilities sector

TPC Consolidated Limited (ASX:TPC) ('TPC' or 'the Company'), the owner and operator of leading electricity and gas retailer CovaU, is pleased to announce that CovaU have won the Product Review Reward for 2023. This is the second consecutive year CovaU has won this award. All our reviews are honest, and our customer feedback is solely driven by confirmation emails using an approved email template that is sent to the customer after every call.

#### **CovaU's award comes as it is expanding across Australia**

The client base of TPC's CovaU business, spread across most Australian states and territories, can choose from a wide range of products, from conventional gas and electricity through to solar and 'greenpower' plans. TPC is focussed on further expanding CovaU's market presence in the energy segment of the Australian utilities sector. The Company's expansion plans include additions to its current suite of renewables segment-related energy products, as consumers preference energy sources that accelerate the decarbonisation process.

#### **CovaU has achieved 4.4/5-star rating with +1300 reviews**

CovaU is proud to be a business focused on providing excellent customer service to ensure our customers will love their CovaU experience. The reviews on Product Review describe our customer service as "friendly", "accommodating", "professional", "outstanding", to name a few, with a 4.4/5-star rating with over 1300 reviews.

#### **CovaU optimising efficiencies in the year ahead**

Our planned migration to Salesforce in December 2022 and January 2023 should allow us to further heighten our levels of service and move towards a more proactive approach. We will achieve this by providing staff with key indicators to identify issues that may be unrelated to the current concern or may impact the customer soon.

**TPC CEO Charles Huang:** "TPC is delighted that CovaU has won the Product Review Reward for 2023, confirming our team's hard work in achieving outstanding feedback from our customers.

The Customer Service team has not faltered and continues to deliver the highest quality of service to our loyal customers to achieve such outstanding results with their survey scores, first contact resolution, and reviews.

We thank our loyal customers for their support throughout this year and to Product Review for presenting us with the Product Review Award 2023."

### **About Product Review**

The ProductReview.com.au annual awards highlight products and services that have been well rated by the ProductReview community. These awards are completely independent to our commercial offerings. Any listing can qualify to win an award as long as it meets the judging criteria. To learn more please visit: <https://www.productreview.com.au/i/awards/2023>



**2022-23 AWARDS WINNER**

**COVAU ENERGY**