

Customer Objection – My current rate is better

Answer: By choosing to sign-up with Sumo, you are supporting an Aussie owned and operated business, and our local economy. Sumo staff are hired, trained, and work out of their head office in Melbourne. If you ever need help with your service, you'll be speaking to a highly trained Aussie energy specialist. You won't be bounced from one off-shore call centre team to another, and still not have your question answered or issue fixed.

Customer Objection – Not much savings, not worth switching

Answer: By switching you'd be doing me a HUGE favour! For just a couple of minutes of your time we can get you signed up today, online or over the phone, if you prefer!

Customer Objection – It's too much hassle to change my energy provider

Answer: Moving to some providers can be hard but signing up with Sumo online takes just a couple of minutes. All we need is a driver licence! I'm happy to do it together with you in person or on a video call if, that's easier. After completing the order online, Sumo takes care of the rest. Sumo even let your old provider know that you're leaving, so you can just sit back and enjoy ongoing savings on your energy bills.

Customer Objection – I don't have my bill handy to compare rates

Answer: The great thing about Sumo is there are no exit fees, or really any risk. You could sign-up today with me, and once you've got your bill, we can do a comparison. If you're not happy with the service or rates, you can leave anytime, without penalty!

Customer Objection – I'm happy with my current provider's service

Answer: I'm confident Sumo's service will be at least as good as your current provider if not better. All Sumo's support specialists are expertly trained and Sumo is Aussie run and owned, so you'll only ever talk to well-trained Aussies with great customer service. I can tell you from my own personal experience dealing with their Melbourne based contact centre, they've been great! Plus, you'd be doing me a big favour!

Customer Objection – Let's talk about it later or next week, I'm really busy right now

Answer: I know you're really busy, but it only takes a couple of minutes to sign up with Sumo online. This is the most important time of the year to make sure you've got the best rate. Energy usage goes through the roof for most households during the winter months so the sooner you get on a better rate, the more you'll save, this winter!

Customer Objection – Current provider offers Government funded solar feed-in-tariff

Answer: Great News! You can keep your govt-funded solar feed-in tariff **and** still switch to Sumo! Just make sure your address and name match your current electricity bill exactly when you sign up. Plus, Sumo will likely have better gas and electricity rates than your current provider too, so you'll save on what you use AND your solar setup!

Customer Objection – What if I don't like Sumo?

Answer: The great thing about Sumo is that there's no exit fees, or really any risk involved with trying them out. You could sign-up today with me, and if you're not happy with their service or rates, you can leave anytime without penalty. However, based on my own personal experience with Sumo, I know that won't be the case! And it's not just me, Sumo is rated '[Excellent](#)' for customer service on [Trustpilot](#).

Customer Objection – I prefer a provider who bills quarterly

Answer: Monthly billing can help manage billing cashflow as it breaks down your payment into three bitesize chunks, instead of one BIG BILL all at once. It can be something to get used to, but it's definitely helped me manage my household bills better. Plus, if you opt for a direct debit plan, you'll get an even bigger discount on your rates. Don't forget, like most other bills, it arrives monthly and you only pay for what you use.