

Core Values

Selling the highest quality services for Natural Gas

Passion for Gas

We appreciate the complexity and diversity of opportunities available in the Natural Gas market. We delight in the prospect of widening our expertise and the never-ending pursuit of knowledge and experience.

Quality Standards

We have high standards and our goal is to provide the highest quality of service we possibly can. We define quality by measuring customer satisfaction, by evaluating our processes and methods, by comparison of our competition and the market in general. We are marketers representing the trading interests of our customers not the selling agents for the suppliers.

Satisfying and Delighting our Customers

Our Customers

They are the most important stakeholders in our business and the lifeblood of our business. Only by satisfying our customers first do we have the opportunity to satisfy the needs of our other stakeholders.

Fantastic Customer Service

We go to extraordinary lengths to satisfy and delight our customers. We want to meet or exceed their expectations on every transaction we do. We know that by doing so we turn customers into advocates for our business. Advocates do more than buy gas from us, they talk about Energy Source to their colleagues and business associates. We want to serve our customers professionally, efficiently, knowledgeably and with style.

Education

We can generate greater appreciation and loyalty from all our stakeholders by educating them about their role in the natural gas market.

Meaningful Value

We offer value to our customers by providing them with our expertise, experience, extraordinary service and a competitive price.

Opportunity Innovation

We value experiments. We constantly innovate and raise our service standards and are not afraid to try new ideas and concepts.

Supporting Team Member Excellence and Happiness

Empowering Work Environments

Our success is dependent upon the collective energy and intelligence of all our team members. We strive to create a work environment where motivated team members can flourish and succeed to their highest potential. We appreciate effort and reward results.

Self-responsibility

We take responsibility for our own success and failures. We celebrate success and see failures as opportunities for growth. We recognize that we are not victims and are responsible for our own happiness and success.

Self-directed teams

The fundamental work unit of the company is the self-directed team. Teams meet regularly to discuss issues, solve problems and appreciate each others' contribution.

The Round Table

We believe that knowledge transfer and inclusion from areas of expertise are essential to designing an innovative solution for a particular problem or set of problems. The Round Table is our way of facilitating this process.

Open and Timely Information

We believe knowledge is power and we support our team member's right to access information that impacts their jobs. We recognize everyone's right to be listened to and heard regardless of their point of view.

Incremental Progress

Our company continually improves through unleashing the collective creativity and intelligence of all our team members. We recognize that everyone has a contribution to make. We keep getting better at what we do.

Creating Wealth through Profits and Growth

Stewardship

We are stewards of our shareholder's investments and we take that responsibility very seriously. We are committed to increasing long term shareholder value.

Profits

We earn our profits every day through voluntary exchange with our customers. We recognize that profits are essential to creating capital for growth, prosperity, opportunity, job satisfaction and job security.

Caring about our Community and our Environment

Wise Environmental Practices

We respect our environment and recycle, reuse and reduce our waste wherever and whenever we can.

Community Citizenship

We recognize our responsibility to be active participants in our local community. We give a percentage of our profits every year to a variety of community and non-profit organizations. We are active with our time in helping with worthwhile community projects.

Creating Ongoing Win-Win Partnerships with our Customers and Suppliers

Integrity in All Business Dealings

Our partners are our allies in serving the interests of the business. We treat them with respect, fairness and integrity at all times and expect the same in return. We seek partnerships that share our integrity and social responsibility.

Honesty and Communication

We are committed to honesty, timeliness and clarity in communicating with our partners and we expect the same in return.

Transparency

We seek to create transparency with respect to transactions, planning, risk, service definitions and legal ramifications. We work with our supplier partners in eliminating all unnecessary costs to help ensure the best possible price.