

# Petrol PLAZA

## Puma Energy tops consumer satisfaction rankings in Australia

**Puma Energy has beat 7-Eleven as the favourite gas station brand for Australian motorists according to a new survey carried out by Canstar Blue.**



Puma Energy knocked 7-Eleven off the podium. | © iStock

Puma Energy has taken out top spot in our petrol and service station ratings for 2020, knocking 7-Eleven off the podium. It received five stars in most categories, including overall satisfaction.

Canstar Blue [surveyed over 2,200 motorists](#) across Australia asking them about their opinion on service stations. The range of factors included appearance & cleanliness, customer service, convenience, facilities, and range of other items for sale.

Puma Energy, the new favourite chain to fuel up, has shot up in popularity in recent years, and has an expansive fuel card system, café and convenience offering. It also supplies fuel to various mining sites across the country. In Western Australia, Puma enjoys a partnership with RAC, offering club members a 4c per litre discount on fuel. In Queensland, Puma has a similar partnership with RACQ, offering members the same 4c per litre discount on fuel.

Metro Petroleum, Liberty, Costco, United Petroleum, 7-Eleven and BP all scored four stars for overall customer satisfaction, while Woolworths Caltex, Shell, Caltex and Coles Express Shell were left on three stars apiece. Other noteworthy results this year include Metro Petroleum and Costco both earning five stars for price of petrol, while 7-Eleven was the only chain to score five stars for range of non-car items for sale.

Almost a quarter of respondents (23%) said that the cost of fuel is a major strain on their finances, down from 39% in our last survey.