



## E Source Utility Customer Care Service

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Whether your company's operations are driven by the need to reduce costs, to please the regulators, or to meet customer demands, improving service to your customers has never been more important. The *E Source Utility Customer Care Service* (UCC) provides resources you can use to make those improvements, including detailed, pertinent research reports, an advisory service that gives you immediate access to customer care specialists, interactive web conferences, and stimulating meetings. Our independent research gets you answers to the questions you need to ask whether you're in a regulated or restructured energy market.



Join UCC and we'll:

- Show you how to lower your costs without sacrificing service to your customers.
- Save you time by giving you access to the latest best practices in customer care, both inside and outside the energy industry.
- Keep you on top of the key issues facing customer service organizations—from the strategic to the tactical—and provide you with ways to address those issues.
- Help you identify internal and external measures of success.
- Identify and assess the latest technologies to help improve productivity and knowledge of your customers.

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### Read and Listen

Hear a portion of our [Fantasy Utility IVR report](#), which mines the data we compiled during months of listening to utility interactive voice response systems (IVRs) to bring you what we consider to be best practice.

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### Deliverables

**Member Inquiries.** Use our knowledgeable team of research professionals as an extension of your staff for detailed, quick responses to your questions. Our staff has access to in-depth market research data and can explain how to incorporate best practices and industry standards into your operations. We answer over a thousand inquiries from our customers each year, and our customers consistently report that they receive significant value from this service.

**Interactive Voice Response Unit (IVRU) Assessment.** Our experts will perform a one-time assessment of your IVRU and give you an in-depth report outlining our recommendations for improvement.

**Exclusive Research Reports.** Our reports are supported by in-depth research on the most important and most current topics.

**Advisory Privileges.** Our experts will help you work through issues and identify solutions.

Web Conferences. Learn from and speak directly with our experts and your industry peers on timely topics without leaving your office.

E Source Members' Forum. Attend our annual Forum to learn about the latest, most relevant topics firsthand and to connect with others in your industry.

Professional Training. Attend classes and events that will keep you at the top of your game.

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## Who Needs This Service?

UCC is meant for customer service professionals responsible for all processes that serve the customer, from meter reading to the call center.

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## To Subscribe or for Additional Information

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