



Benchmarking Services

Our benchmarking services are supported by the latest market research looking at what customers want from their utilities. We can help you learn how well your customer service channels match up to customer expectations. We specialize in assessing utility large business customer satisfaction, interactive voice response systems (IVRs), and websites.

Large Business Customer Benchmark and Assessment

Find out what your largest business customers' most important needs are and how well your utility is meeting those needs.

Utility IVR Benchmark and Assessment

See how well your IVR serves your customers and compare its performance to the best examples from other utilities.

Utility Website Assessment

Find out whether your website is meeting the needs of your customers.

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