



## E Source Market Research Multi-Client Study Understanding Property Managers (2005)

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Accounts monitored by property managers can create more work for a utility than accounts belonging to regular residential customers. Delivering the right level of customer care, offering appropriate web site functionality, and identifying the best contact channels for reaching these customers is critical for energy service providers (ESP)s. This study is designed to help ESPs in Canada and the United States better understand what property managers do, how they would prefer to interact with their utility, and how they want to communicate with the utility. You may purchase the study in its entirety or select one or more the following individual modules.(For more detail on the overall study and the individual modules, [download a PDF brochure.](#))

- Module 1: Property Management Firms Serving Predominantly Residential Sites
- Module 2: Property Management Firms Serving Predominantly Commercial Sites
- Module 3: Property Management Firms' Current Web Site Usage and Future Online Needs

The questions included in our survey of property managers focused on:

- How property managers perceive their utility
- Frequency and type of contacts with their ESPs
- Preferred methods of communication with ESPs
- Current utility web site usage and needs
- Features that would drive more property managers to visit and use a utility web site
- Preferred approaches to bill payment, rates, and metering
- Participation in utility programs