



Research and Advisory Services for Utilities and Other Energy Providers

The pressure is on for utilities—you're being asked to do more with dwindling resources. You need to increase customer participation in energy-efficiency and demand-response programs while reducing operating costs, to improve customer satisfaction and productivity while driving customers to online and IVR self-service channels, and to develop more-effective communications that give your customers concrete guidance on what they can do about climate change.

Gain the ability to accomplish more—that's what E Source membership is all about

We can help you make better, faster business decisions through:

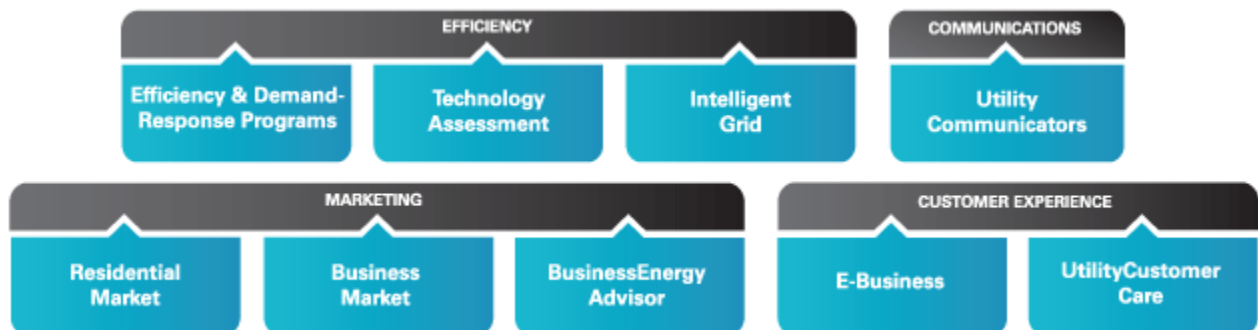
- Access to our industry experts
- Real-time responses to your most pressing questions
- Timely research delivered the way you want it

Our members say:

"As the librarian at the Pacific Energy Center, I've used E Source for reference and research needs for many years. It really is a valuable source of information for my work in energy efficiency. E Source provides answers for my customers and my staff. The *Member Inquiry* service is one of my favorite options. If I can't find the answer, E Source usually can!"

—Marlene Vogelsang, Resource Specialist, Pacific Energy Center

CREATE THE E SOURCE MEMBERSHIP THAT'S RIGHT FOR YOU!



Other Tools and Services for Utilities

Efficiency

Get the research, best practices, and tools to improve your energy-efficiency and demand-side management programs. These services provide unbiased analysis on new and existing energy-consuming technologies so that you can decide which ones fit your needs and understand how to most effectively integrate them into your programs.

Efficiency & Demand-Response Programs Service

Technology Assessment Service

Intelligent Grid Service

Marketing

Get the tools and research you need to drive revenue growth. We'll enhance your ability to

design and create programs that meet the specific needs of your different customer segments. These services will highlight utility best practices for increasing customer satisfaction for each of the markets you serve.

Business Market Service

Residential Market Service

Communications

Build and strengthen your relationships with customers, employees, special interest groups, investors, communities, and the news media. This service is focused on guiding the development of your communication strategy by showing you what works and what doesn't for everything from an upcoming rate case to using social media.

Utility Communicators Service

Customer Experience

Get the resources you need to improve customer service while reducing costs. These services are all about saving you time by giving you access to the latest best practices and benchmarks in customer care and utility web sites.

E-Business Service

Utility Customer Care Service

OTHER TOOLS AND SERVICES FOR UTILITIES

Business Energy Advisor

Drive business customers to your web site with our hosted energy-efficiency library, which provides unbiased commentary on technologies, on effective O&M practices, and on improving energy efficiency in different types of facilities.

For more information on any of our products and services, contact our [business development team](#) at 303-444-7788.