



## Research and Advisory Services for Utilities and Other Energy Providers

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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!**

### **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.

#### **Demand-Side Management Service Technology Assessment Service**

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### **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 Customer Suite Residential Marketing Service**

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### **Customer Experience**

Get the resources you need to improve customer experience while reducing costs. These services are all about saving you time by giving you access to the latest best practices and benchmarks in utility customer care, communications, and your online presence.

## **OTHER TOOLS AND SERVICES FOR UTILITIES**

### **Business Energy Advisor**

Drive business customers to your website 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, e-mail [Customer Service](#) or call 1-800-ESOURCE.**

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