How Well Does Your Utility Website Serve Your Customers?

Find out with the E Source Utility Website Assessment.

Knowing how well your website matches up to customer expectations is essential to improving their online experiences and increasing participation in online customer service. As part of the E Source Website Assessment, our group of typical residential customers will perform a thorough evaluation of your company's website based on our review criteria.

What you get:

- *Personalized website assessment.* Get an in-depth report with all the details of what you're doing well and what could be better on your website. You'll also see how your website compares to those of your peer utilities.
- *Recommendations.* Find out the specific actions you can take to be sure you are providing the online experience that your customers expect.
- *Results web conference.* Invite your whole team to this interactive session, in which we'll cover the results of what we learned during your website assessment. The emphasis will be on what works and what doesn't, including a discussion of your top areas for improvement.

Read about the history and methodology of the website benchmark study.

Are your customers getting what they need from you online? Find out with our assessment!

Download the flyer (PDF)

For More Information

For additional details, including pricing, please submit your name and e-mail address.

Name: *

E-mail address: *

Submit

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