E Source Customer Experience Suite

Transform the relationship you have with your customers.

You may not be aware of it, but you're taking your customers on a journey that determines how satisfied they are with your utility. The happy ones use self-service channels and participate in programs, whereas your unsatisfied customers are expensive to serve. How is your customer experience journey affecting your utility customers? Watch this video to find out:

The E Source Customer Experience Suite—Just for Utilities!

If you want utility-specific expertise, E Source has it. For more than 25 years, E Source has been helping utilities improve customer satisfaction with actionable research and advice.

Free Report

FREE

"The What, Why, and How of Customer Experience Management"

Get Your Free Report Now

More Info

Browse recent research for members of the *E Source Customer Experience Suite*.

EXPERIENCE & COMMUNICATIONS MANAGEMENT SERVICE	E-CHANNEL SERVICE	UTILITY CUSTOMER CARE SERVICE
Thought leadership and best practices delivered via reports, web conferences, and leaders group calls on these topics		
• Customer experience management • Brand • Communications	• Website • Chat • Mobile • E-mail • Social media • Emerging channels *Includes access to the E Source Utility Website Design Center*	• Interactive voice response systems (IVRs) • Credit and collections • Billing • Walk-in payment centers
Assessment and benchmarking tools		
• Brand data from The Nielsen Company • Participation in the E Source Utility Customer Experience survey and benchmark	• Residential and business website benchmarking studies • Annual assessment of your residential or business website upon request • E-Business Metrics survey analysis and benchmarking	• Residential IVR benchmarking studies • Annual assessment of your residential IVR
Member Inquiries		
Ask our experts your questions directly		
In-person meetings (for each service purchased)		
• One seat at the annual E Source Forum • One seat at the E Source Customer Experience Executive Council • Discounted seat at the E Source Utility Customer Experience Conference		

Download the flyer (PDF) for more information about the *E Source Customer Experience Suite*.

Contact Us

For more information about the *E Source Customer Experience Suite*, please **contact Customer Service**.

Why Choose E Source?

"I use E Source to augment my staff when I don't have time to perform the research myself. It's well worth the investment. If I could only choose one consulting group, it would be E Source. E Source provides me with guidance and best practices. I can't imagine what 2010 would have been like without E Source."

—Paige Nunn, Manager, Customer Research and Communications Support, Dominion

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