



# What your business customers really want

## Insights from the 2016 Large Business Customer Gap and Priority Benchmark

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In 2016, E Source surveyed utility business customers to assess their most important needs and how well their energy providers are meeting them. We also ranked customers' overall satisfaction and perceived value of both utility and utility account representative. These insights will help focus your attention on the issues that matter most to your customers and have the greatest demonstrated effect on customer satisfaction. They will also provide you with data to guide your customer experience initiatives.

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