



What Your Business Customers Really Want

Insights from the E Source Large Business Customer Gap and Priority Benchmark 2016

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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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