



# How to improve your utility website: Findings from the 2017 E Source Website Benchmark Study

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Read best practices based on industry-level findings from the E Source [Review of North American Electric and Gas Company Residential Websites](#). The study analyzes website features, tested on computers as well as mobile devices, that are important to residential utility customers.

[Download](#) [esource-2017-web-review-industry-report-excerpt.pdf](#)

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