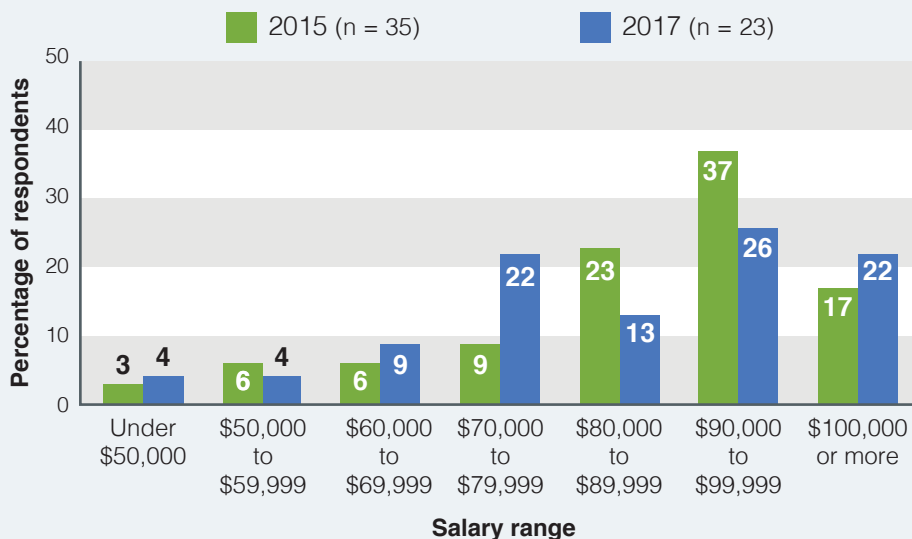
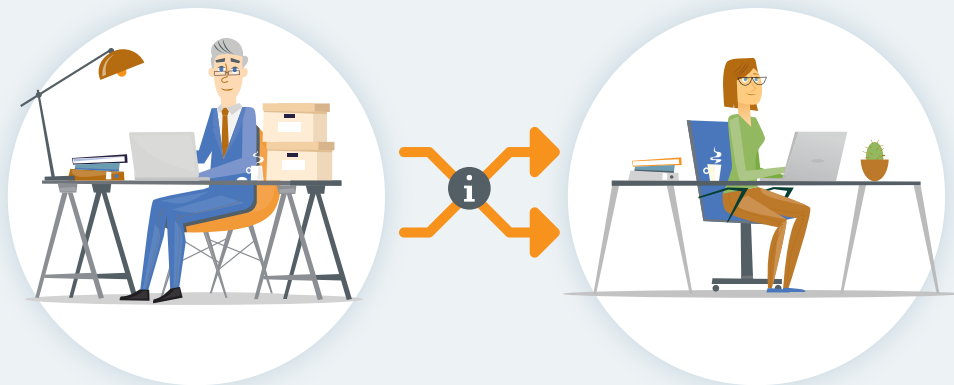




How a Younger Workforce Affects Trends in Account Manager Salary and Tenure



Utilities are experiencing high levels of turnover as the workforce shifts to a younger generation. It's important to have account plans and processes in place so you can seamlessly transfer knowledge from seasoned veterans to the new workforce.

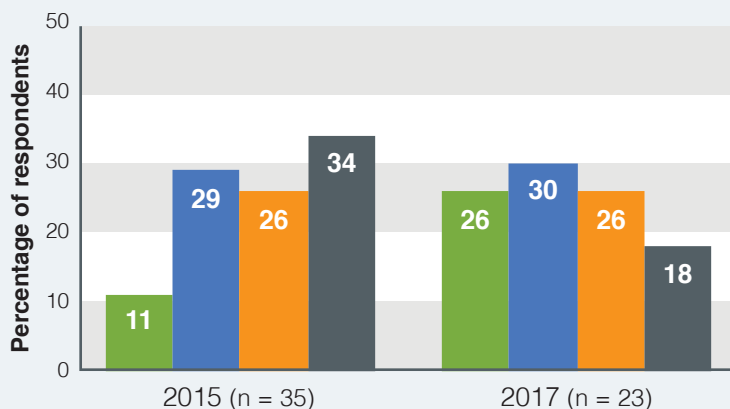


The number of utilities that pay their key account reps at least \$80,000 annual base salary has decreased by 16% since 2015.



And the number of account reps with 20 or more years of experience has decreased by 16% since 2015.

- Less than 10 years of experience
- 10 to 14 years of experience
- 15 to 19 years of experience
- 20 or more years of experience



Data are drawn from the [E Source Account Management Assessment](#), our survey of utility account management practices and approaches to managing business customers. For more on the results of the 2017 survey, [check out the full report](#) available with certain E Source memberships.