

Benchmark your business customer care!



Chartwell Business Customer Care Survey

SAMPLE QUESTIONS

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What has been your utility's greatest success with business customer engagement?

What initiative will your utility implement in the next 12 months to improve its engagement with business customers?

For what reasons does your utility differentiate its business customers?

How does your utility define small, mid-sized, large and key accounts businesses? (Cite specific usage, revenue, or other numbers as appropriate)

Through which of the following channels does your utility communicate information with different types of business customers? (Please select all that apply.)

Approximately how many customers does each account representative/manager handle?

To participate in the survey and get a FREE copy of the results, please click here.