

Benchmark your
business customer care!



Chartwell Business Customer Care Benchmark Survey

SAMPLE QUESTIONS

1

What criteria does your utility use to differentiate the following types of business customers?

2

Does your utility prepare customized account reviews and/or energy reports for your business customers?

3

Does your utility provide an online self-service portal for your business customers?

4

To which business segment(s) does your utility assign a specific account representative/manager?

5

Does your utility have a CRM system that you use to store all or most information for your business customers?

[To participate in the survey and get a FREE copy of the results, please click here.](#)