



Utility Website Design Center

Our Website Design Center will give you the information you need to build and optimize your online customer contact channel. You can access all of our benchmark studies, rankings, feature analyses, and additional resources to help your utility design a highly functional and user-friendly website.

[Access the Website Design Center](#)

A screenshot of the Utility Website Design Center interface. The header features the E Source logo and the text 'UTILITY WEBSITE DESIGN CENTER' with a computer icon. Below the header is a navigation bar with links: 'Design Center Home', 'Results', 'Design Guides', and 'My Assessments'. The main content area has the title 'Utility Website Design Center' and a paragraph explaining the site's purpose. Below this are three columns: 'Results' (with a 'View all' button), 'Design Guides' (with a 'View all' button), and 'My Assessments' (with a 'View all' button'). To the right is a 'RELATED CONTENT' section with links to various reports and guides.

UTILITY WEBSITE DESIGN CENTER

[Design Center Home](#) [Results](#) [Design Guides](#) [My Assessments](#)

Utility Website Design Center

This site is your source for information on E Source website benchmark studies, helping your utility design a highly functional and user-friendly website. From here, you can access study results—including rankings, the industry study reports, and study-related web conferences—as well as feature Design Guides offering best practices for each website feature. In addition, you can view your customized assessment, which offers recommendations specific to your website.

[Learn more about the history of our website benchmarks](#)

Results

Find out what's new in this year's study—view the current rankings and read about our top findings, the state of utility websites today, and our methodology.

[View all](#)

Design Guides

Our feature-by-feature analysis includes an explanation of what we looked for, research findings, screenshots of the best examples, dos and don'ts, and direct quotes from our reviewers.

[View all](#)

My Assessments

Our confidential website assessments examine the features and functions supported by your website and make recommendations for improvement. The assessments you request can be found here.

[View all](#)

RELATED CONTENT

- [Rankings and Best Practices from the 2017 Website Review](#)
- [Trends in Utility Digital Communications and Interactions](#)
- [Home Page \(Mobile\) \(2015\)](#)
- [How You Can Get Started with Chatbots](#)
- [Customers' Contact Channel Preferences](#)

Inside the design center, you'll find:

Latest Survey Results

Get all the latest data from our most recent industry benchmark study—view the current rankings and read

about our top findings, the state of utility websites today, and our methodology.

Design Guides

Our feature-by-feature analysis includes an explanation of what we looked for, research findings, screenshots of the best examples, do's and don'ts, and direct quotes from our reviewers.

Custom Website Assessments

You'll have access to our personalized assessments, examining the features and functions supported by your website with specific recommendations for improvement.