



## Market Studies

Over the years, E Source has conducted a large number of market research projects. These studies include primary consumer research, commercial market-sector assessments, and technology market assessments. Utilities and other organizations use this information and our analysis to refine their own business plans. These studies are made available to nonmembers as well as to those who subscribe to our other information services.

For more information on these reports, please contact us at 303-444-7788; e-mail [esource@esource.com](mailto:esource@esource.com).

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## FOR SMALL & MIDSIZE BUSINESS END USERS

[Understanding Property Managers](#)  
(October 2005)

[Using Channels, Associations, and Business Organizations to Reach Small and Midsize Businesses](#)  
(December 2004)

[Billing and Payment Options for Small Businesses](#)  
(September 2003)

Mirrors work to be completed for the 2003 Multi-Client Study "Billing and Payment Options for Residential End Users."

[Identifying Customer Service Segments in the Small Business Marketplace](#)  
(November 2002)

[Identifying Energy-Efficiency and Load Management Segments in the Small Business Marketplace](#)  
(October 2002)

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## FOR RESIDENTIAL END USERS

[Understanding Low-Income Households](#)  
(October 2005)

[Internet Customer Care in the Energy Industry: The Residential End-Users' Perspective](#)  
(December 2004)

[Broadband over Power Lines: The Voice of the Residential Customer](#)  
(November 2004)

[Residential Power Reliability: How Customers Think, Act, and Cope](#)  
(December 2003)

[2003 Customer Satisfaction Benchmarking for Utility Call Centers](#)  
(November 2003)

### [Billing and Payment Options for Residential End Users](#)

(October 2003)

Mirrors work to be completed for the 2003 Multi-Client Study "Billing and Payment Options for Small Businesses."

### [Consumers' Use of the Internet](#)

(November 2002)

### [Identifying Key Energy-Efficiency and Load Management Segments in the Residential Marketplace](#)

(September 2002)

### [Identifying Key Customer Service Segments in the Residential Marketplace](#)

(September 2002)

### [Market Research Survey II: Finding Green Energy Buyers](#)

(July 2002)

### [Market Research Survey I: Understanding Residential Green Energy Buyers](#)

(May 2001)

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## **FOR LARGE COMMERCIAL & INDUSTRIAL END USERS**

### [Estimating Markets for Distributed Energy Resources and Power Reliability Services](#)

(December 2002)

### [Estimating Markets for Energy Information Services](#)

(December 2002)

### [Estimating Markets for Energy-Efficiency and Load Management Services](#)

(December 2002)

### [Understanding O&M Practices and Preferences of Commercial End Users](#)

(February 2001)

### [Energy Pricing and Load Management: What Do End Users Want?](#)

(February 2001)

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## **MARKET SECTOR STUDIES**

Delivering Energy and Energy Services to:

### [Internet Hotels and Other High-Density Electronic Loads \(HiDELS\)](#)

(Part I, May 2001; Part II, December 2001; Parts III and IV, January 2002)

### [Euro HiDEL Studies](#)

(Part I, February 2002; Part II, September 2002)

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## MARKET ISSUES

[Can the Low-Temperature Heat Pump Defrost the Status Quo in the Space Heating Sector?](#)  
(2005)

[Micro-CHP: Coming to a Home near You?](#)  
(May 2004)

[Benchmarking Utility Key and Mid-Account Management Programs](#)  
(September 2003)

[Maximizing the Success of Market Research: A Benchmark for Utility Executives](#)  
(July 2003)

[Innovative Pricing:](#)  
[Advanced Pricing Concepts](#) (November 2002)  
[Survey of Innovative Rates](#) (November 2002)

[Microturbines: Lessons Learned from Early Adopters](#)  
(November 2002)

[Interconnection Guidelines for Distributed Generation](#)  
(August 2002)

[Commodity UPS Systems: An Application Guide](#)  
(July 2002)

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