



## Products & Services

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### E Source Services

Information services covering emerging markets and technologies

- [Climate Change Suite](#)
- [E-Business](#)
- [Efficiency & Demand-Response Programs](#)
- [Energy Market Advisory](#)
- [Intelligent Grid](#)
- [Managed Accounts](#)
- [Residential Energy](#)
- [Small & Midsize Business](#)
- [Technology Assessment](#)
- [Utility Communicators](#)
- [Utility Customer Care](#)

### Market Research Studies

Studies for utilities and other energy service providers covering key customer sectors

- [Large Commercial & Industrial End Users](#)
- [Small Business End Users](#)
- [Residential End Users](#)
- [Market Sector Studies](#)
- [Market Issues](#)

From time to time we offer free web conferences to discuss market research results and upcoming multi-client studies. [Click here for more information on upcoming web conferences.](#)

### Utility Web Site & IVRU Improvement Services

Let our benchmark research and company-specific assessments guide changes in customer service across all your contact channels.

### Facility Metrics

Facility Metrics is a tool used by corporate energy managers to evaluate and benchmark energy performance across a fleet of facilities. Our service combines state-of-the-art statistical analyses of utility billing data, weather data, company-provided production or sales activity, and our expert knowledge of facility energy systems to yield key performance indicators that tell you where to focus your efforts.

### Greenhouse Gas Inventory Services

Understanding your current GHG emissions profile enables you to weigh strategic options and create opportunities for enhancing your business image and competitiveness. Let us help you complete a comprehensive GHG inventory, develop a long-term inventory management plan, and gain tools for managing your company's inventory process in years to come.

### E Source Customer Direct

Tools and services that help energy service providers build stronger relationships with their customers.

- [Business Energy Advisor](#)  
Energy-efficiency advice for your customers.
- [Customer Direct](#)  
Handouts, pamphlets, brochures, reports, and reprints.

### Technology Atlas Series

Includes five volumes covering building energy use—Lighting, Cooling, Heating, Drivepower, and Appliances. [More](#)

### Corporate Energy Managers' Consortium

Join an exclusive group of energy managers who are finding the information they need and moving the market with the help of E Source services. [More](#)

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