



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](#)

The screenshot shows the top of the Utility Website Design Center website. It features a navigation bar with the following links: Design Center Home, Results, Design Guides, and My Assessments. Below the navigation bar is a large heading: "Utility Website Design Center".

The main content area is divided into three columns:

- 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](#)

On the right side, there is a "RELATED CONTENT" section with the following links:

- 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.