



Achievements in Customer and Employee Experience



The E Source 2024 Achievements in Customer and Employee Experience awards are now open! Members of the E Source Contact Center Optimization, Customer Experience Strategy, Distributed Energy Resource Strategy, Account Management, or E-Channel Services can check out [past contest winners](#).

If you're working on improving your customer or employee experience, we want to know about it!

Submissions are now closed.

What we're looking for

Tell us about your program and we'll consider it for an Achievements in Customer and Employee Experience award. This year, we're honoring utilities for their work in three categories: residential customer experience, business customer experience, and employee experience.

Achievements in residential or business customer experience. These awards celebrate excellence in residential and business customer experience management efforts within the industry. They'll highlight tactics and programs that enhance customers' experiences, such as:

- Improvements to key journeys like billing; payment; start, stop, or transfer service; outages; or new construction
- Web or mobile experience enhancements
- Community engagement and services
- Energy management or advisory programs
- Customer experience-focused technology implementations such as customer information systems

Achievements in employee experience. This award celebrates innovative methods in employee engagement that result in a favorable customer experience. It will highlight utilities that are working hard to engage, enable, educate, empower, and reward employees to provide exceptional customer service.

New in 2024! The Small Utility Excellence Award

We've added a new award to honor the work smaller utilities are doing! Smaller teams and budgets can present big challenges for customer and employee experience initiatives. We want to recognize utilities' efforts through our Small Utility Excellence award. To be considered for this category, utilities with 275,000 customers or fewer should simply submit for at least one award in the above categories, and we'll evaluate the entries to select the winner for this honor.

How we evaluate the entries

Our judges will evaluate submissions based on:

- Unique approaches and creativity
- Whether the project affected multiple areas of the organization
- Metrics and results of the work
- Overall impression

For more information about the awards, [contact us](#).