# Customer and Employee Experience Awards

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## Customer and Employee Experience Awards




**The E Source 2025 Customer and Employee Experience Awards are now closed.**

### What we're looking for

Tell us about your successful customer or employee experience initiative and we'll consider it for the Customer and Employee Experience Awards. This year, we're honoring utilities for their work in three categories:

- Residential customer experience
- Business customer experience
- 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; and new construction
- Web or mobile experience enhancements
- Community engagement and services
- Energy management or advisory programs
- Affordability or financial assistance 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.

Curious about recent winners? Members of the E Source Customer Service Operations, Customer Experience Strategy, Account Management, and Digital-Self-service can check out past award winners.

## The Small Utility Excellence Award

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, which we added in 2024. To be considered for this category, utilities with 300,000 customers or fewer should simply complete a submission for one or more awards in the above categories. We'll evaluate the entries to select a winner for this honor.

## Highlight your utility's achievements in marketing

If you created and ran a successful marketing campaign in 2024, consider applying for the E Source Utility Ad Awards. We're accepting applications from through May 16, 2025. You can view previous winning campaigns and advertisements in the list of Utility Ad Awards winners 2024.

## How we evaluate the entries

Our panel of 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.

## Terms and conditions

By participating in the E Source 2025 Customer and Employee Experience Awards (as defined below) or otherwise submitting any written or visual representations of your initiatives ("Content") through its awards form located at Customer and Employee Experience Awards (the "Site"), you agree to be bound by the terms and conditions of this Agreement as follows. To participate, you must be a representative

of an electric or gas utility located in the United States (the “United States” or “U.S.”), the District of Columbia, or Canada.

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## Eligibility

These awards are open to any utility located in the United States (the “United States” or “U.S.”), the District of Columbia, or Canada.

## Judging

E Source judges will select the finalists based on unique approaches and creativity, whether the project impacted multiple areas of the organization, metrics and results of the work, and overall impression. The finalists (first place and runner up) will be emailed by E Source and asked to attend the E Source Forum, where E Source will announce the winners. The decision of the judges is final.

## Submission deadlines

The award submissions end at midnight on June 13, 2025. No late entries will be accepted.

## Consumer disclosure

NO PURCHASE IS NECESSARY. The Content created by the finalists will be posted on the E Source website. A list of finalists can be obtained by contacting E Source after October 9, 2025. To enter the

E Source Achievements in Customer and Employee Experience Awards, go to the E Source website at www.esource.com, create an account and submit your files through entry form by visiting Customer and Employee Experience Awards. Contact us if you have questions about the awards or if you encounter any problems with your submission.

**There is no limit to the number of entries one company may submit, but each entry must have a separate entry form.**

Awards. Finalists will be notified by email and winners will be announced at E Source Forum. All awards will be issued in the name of the utility.

E Source reserves the right to alter the awards at any time. E Source reserves the right to not complete the awards if the number of entrants is too low or if the quality of entries is inadequate.

You hold E Source harmless from any claims of any nature arising in connection with your entry. E Source is not responsible for lost, late, or unintelligible entries; lost connections; miscommunications; failed transmissions; or other technical difficulties or failures. By submitting the Content, you hereby release E Source from any liability whatsoever, and waive the right to make any claims against E Source arising out of or relating to the Content, including, but not limited to, claims of infringement, unfair competition, breach of implied contract, breach of confidentiality, and violation of the right of privacy or rights of publicity.

A copy of the rules and the application form can be obtained by writing E Source at E Source, 3020 Carbon Place, Suite 300, Boulder, CO 80301.

Representations and warranties. You represent and warrant that (a) you are eligible to enter the awards on behalf of your company; (b) the Content and the use thereof as contemplated herein does not and will not violate or infringe upon any law or regulation or the rights of any third party, including, without limitation, any intellectual property rights, rights of privacy, and rights of publicity; (c) all statements that you assert as fact are true and accurate; and (d) all Content shall fully comply with these Submission Terms. You acknowledge that it is your sole responsibility to obtain all permissions and releases necessary for the grant of the license contained in this Agreement.

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