

# UTILITIES PULSE SURVEY:

## How do utility customers feel about the coronavirus situation?



**32%**

are **extremely** or **very stressed** (only 7% are not stressed at all) | The Middle Atlantic (NJ, NY, PA) region is the most stressed | 30 to 60-year-olds are the most stressed



**46%**

say their financial situation is likely to be **somewhat** or **much worse** in two months



**43%**

are **using more electricity** compared to last month



**7%**

are **very unlikely to be able to pay** next month's bill (unemployed, furloughed and part-time workers from home are most affected)



**34%**

**don't know how well prepared** their utilities are to provide service during the crisis



**49%**

**The more topics customers recall** from their utilities, the higher they rate their utilities' handling of the coronavirus situation | 49% recall a communication from their utilities in the past 7 days related to coronavirus actions



**36%**

rate their electric utilities' response to the coronavirus situation **great, excellent or perfect**



**WANT MORE DETAILS?**

Contact your account representative to learn more.