# Top 3 Challenges Regulators vs. Utilities To Manage Crisis

Survey responses from regulators and utilities.



# **End of Moratorium**



## Customer Uncertainty & Fear



## Utility Cash Flow & Finances





### Customer Communications



### Long-term Economic Outlook

### Call Center Operations



Defg

CUSTOMER INSIGHTS & ADVISORY FIRM

Source of the top chart: DEFG's online regulator survey, April 2-7, 2020. Q7. Vulnerable utility customers and utilities face many challenges. As a regulator, you probably have a good understanding of all stakeholders' concerns. From among the 10 listed concerns, choose \_your\_ three greatest concerns right now, and rank them by importance. Select only three and assign a 1, 2, or 3. (These are randomly listed.) Bottom chart: DEFG's online utility survey, March 20-23, 2020. "Customer uncertainty and fear" was identified as the top challenge from among the ten listed. The wording of the question was: "Q5. As you consider the following list of 10 challenges, please choose three, and rank them by importance. Select only three and assign a 1, 2, or 3. (These are randomly listed.)" are randomly listed.)"

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