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

Source of the top chart: DEFG's online regulator survey, April 2-7, 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 10 challenges, please choose three, and rank them by importance. Select only three and assign a 1, 2, or 3. (These are randomly listed.)"
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

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, please choose your three greatest concerns right now, and rank them by importance. Select only three and assign a 1, 2, or 3 (1 means the highest, 3 means the lowest). (These are randomly listed.)

Source of the 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 ten listed challenges, please choose three, and rank them by importance. Select only three and assign a 1, 2, or 3. (These are randomly listed.)"
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

Source of the top chart: DEFG's online regulator survey, April 3-7, 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.)"

Source of the 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 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.)"