

# COVID-19 and the off-grid energy sector: How are consumers affected?



# Overview

60 Decibels COVID insights dashboard: [bit.ly/60dB-Covid](https://bit.ly/60dB-Covid)

7,000+

customer interviews since April

33

companies participating

10

countries

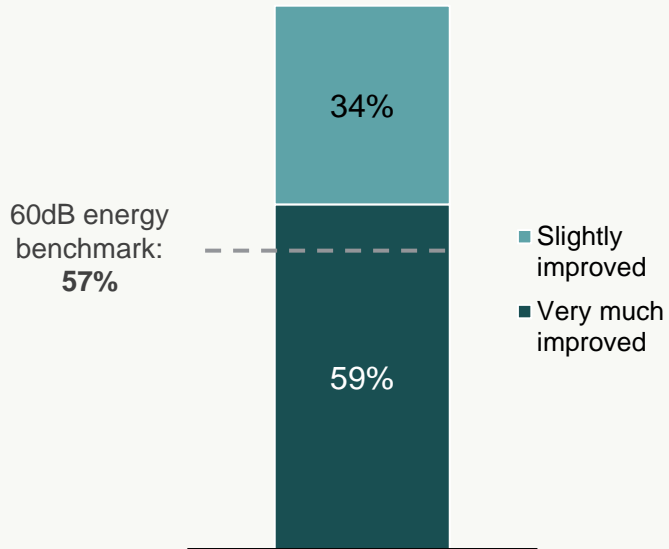


# Energy Product/Service Impact & Satisfaction

Customer experience and the impact of energy products and services has remained consistent to pre-COVID.

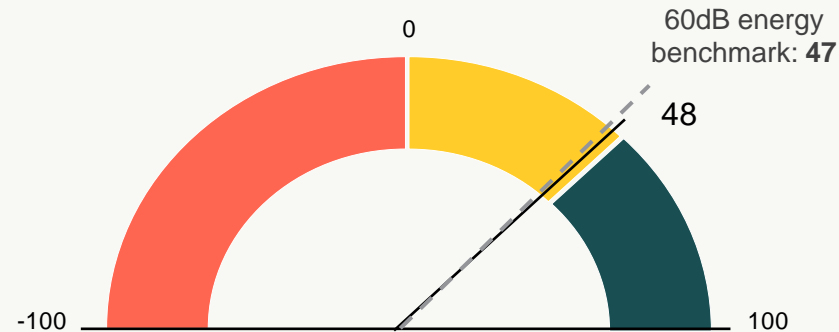
## Quality of life impact

**93%** improved quality of life because of energy product/service



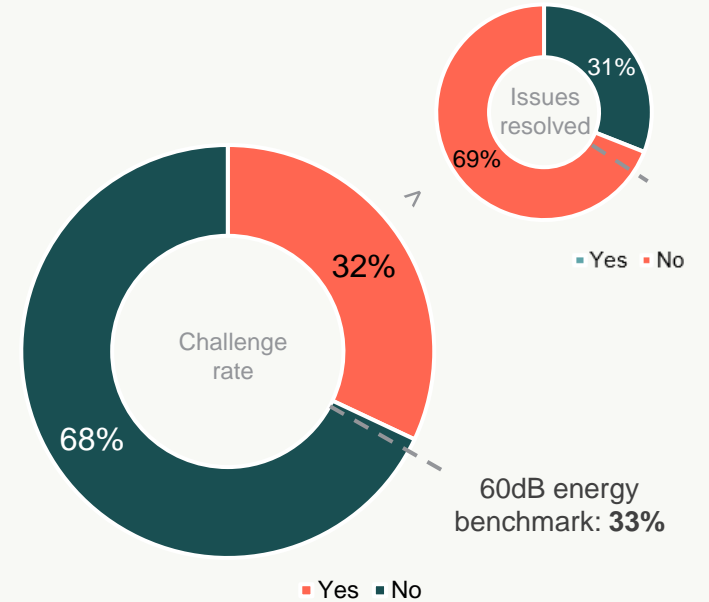
## Customer satisfaction

**48** Net Promoter Score®



## Challenge & issue resolution rates

**32%** experiencing challenges with product/service

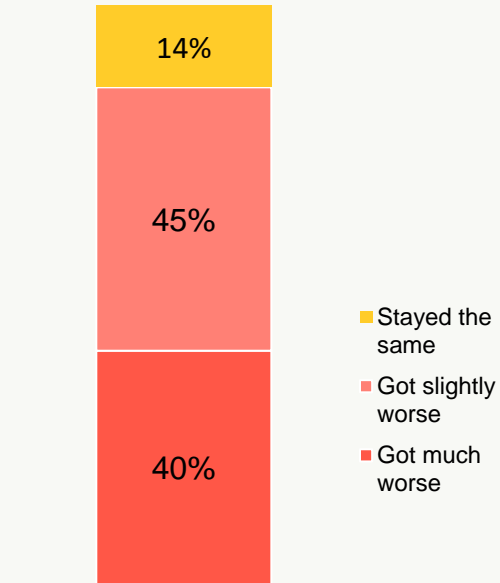


# Pandemic Financial Impact

Customers are faring worse than prior to the pandemic.

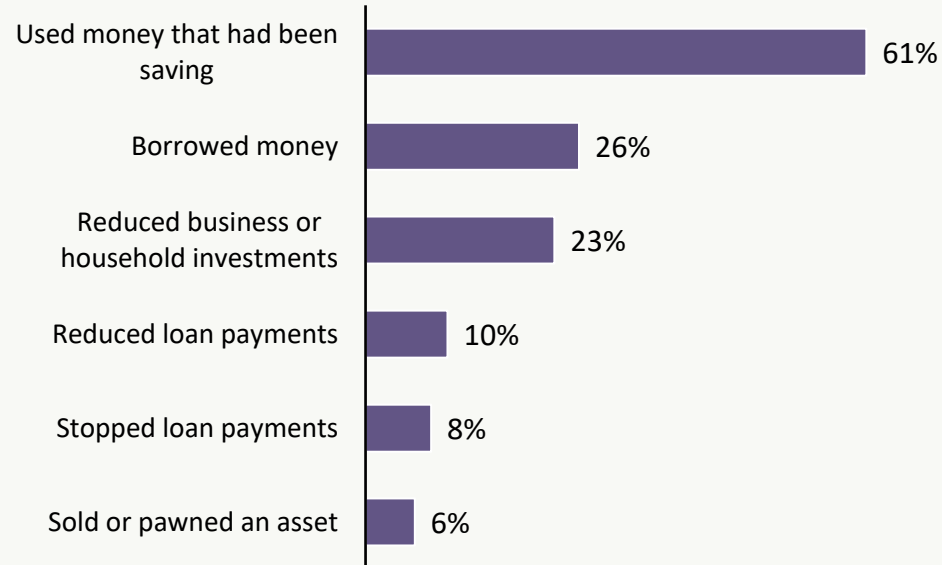
## Financial situation

**85%** of families' financial situations are worse since pandemic



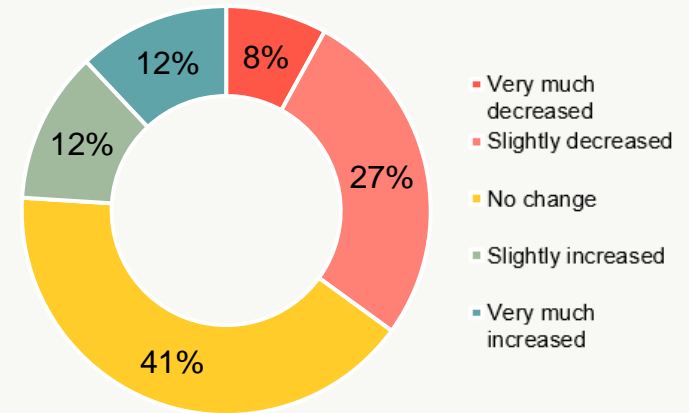
## Coping mechanisms

**86%** have used some coping mechanism



## Food consumption

**35%** reduced food intake as a result of pandemic



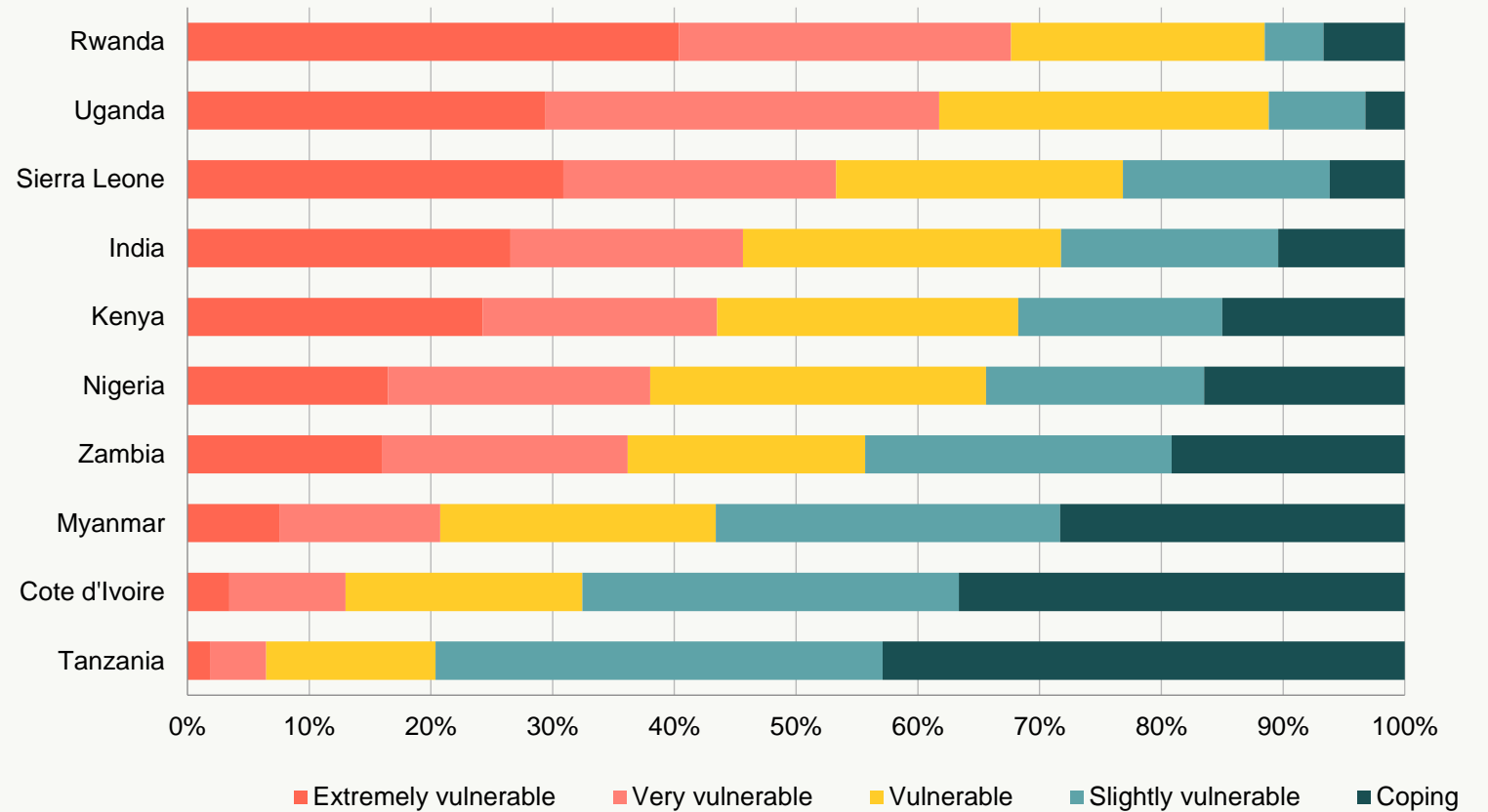
# Vulnerability

Many are very vulnerable as a result of this shock.

## 60dB Vulnerability Index

**42%** of customers are very or extremely vulnerable as a result of the pandemic

- Inputs:
- Poverty level
  - Financial situation
  - Coping mechanisms used
  - Food consumption effects

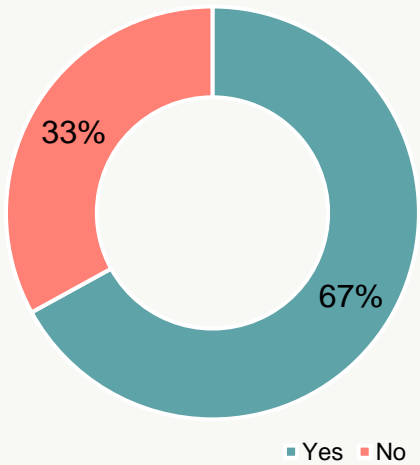


# (Re)payments & Level of Burden

Customers are still making payments but it's a heavier burden.

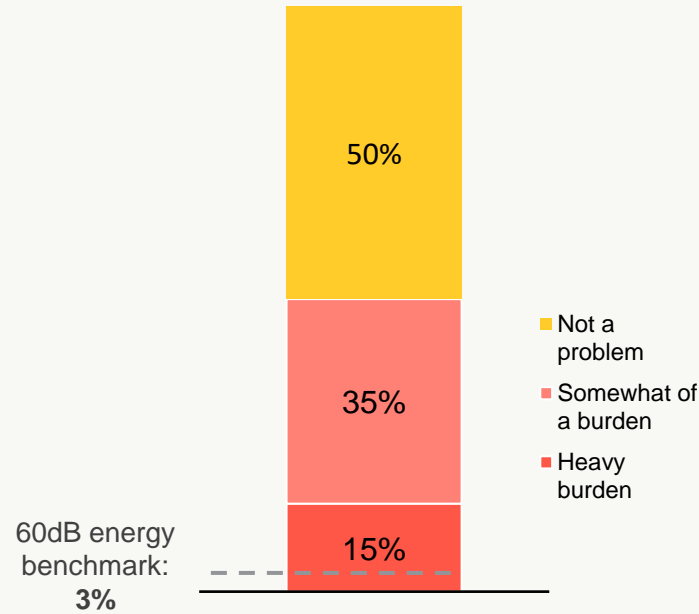
## (Re)payments as normal

**67%** are making (re)payments as they normally would



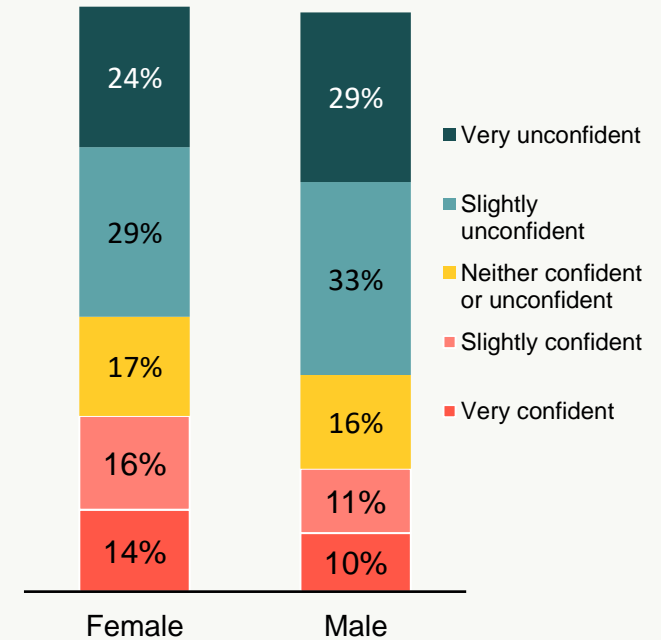
## Burden of (re)payment

**15%** say (re)payments are a heavy burden



## Confidence in future (re)payments

**60%** confident they can make (re)payment next month



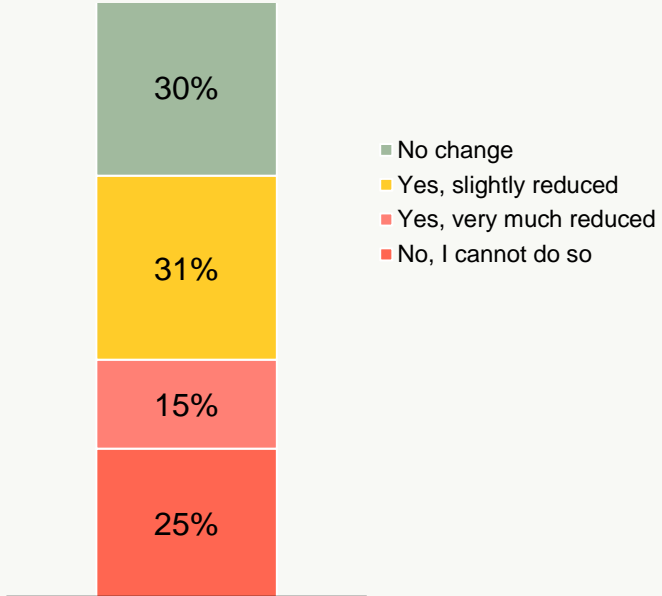


# Different Groups

We gain additional insight by looking at different segments of customers.

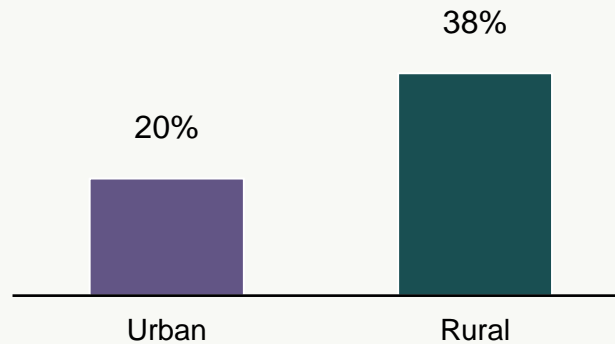
## Productive use

**14%** of customers were using their energy product/service for income-generation



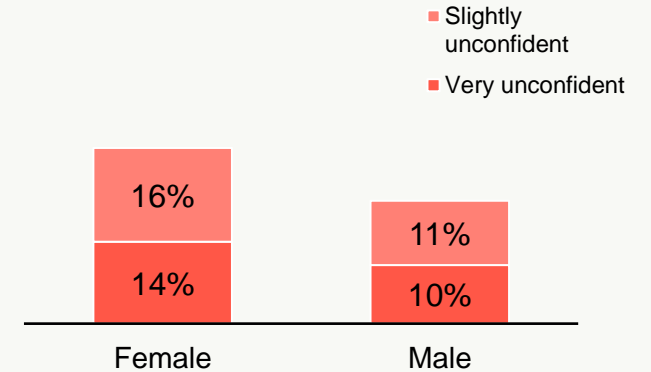
## Rural vs urban

**71%** of rural customers live in poverty, compared to 41% of urban customers



## Gender

**30%** of female customers are not confident they can make (re)payments



“We can't earn money because we have to stay at home so we are not working. We are now eating once per day and to find food is not easy for us.” – Rwanda

Kat Harrison, Director

**60 Decibels**

[kat@60decibels.com](mailto:kat@60decibels.com)

[@Sunrise\\_Kat](#)