



Consumer Insights during COVID-19 (2)





1. Opening Remarks – Dan Waldron
2. 60 Decibels: Results & Insights
3. Panel Discussion with BBOXX and SUNami
4. Audience Q&A with 60 Decibels, BBOXX and SUNami

*The webinar is being recorded, and will be available online shortly afterwards

COVID-19 and the PAYGO energy sector: How are consumers affected?

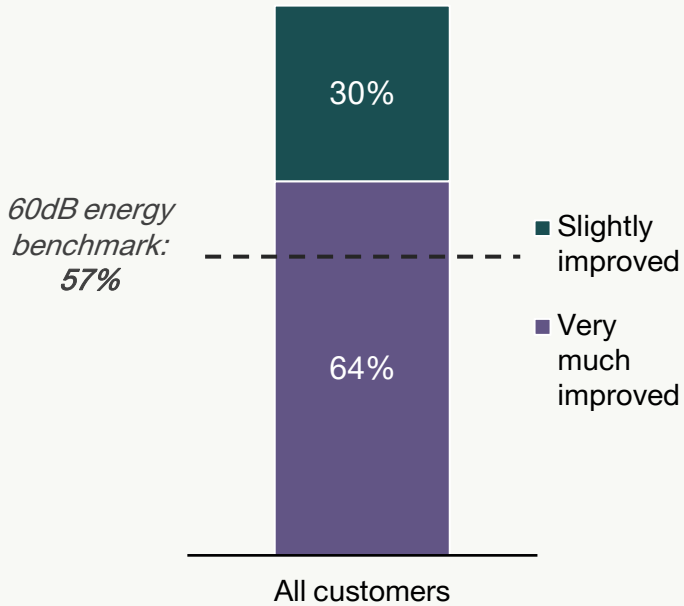


Credit: Pawane

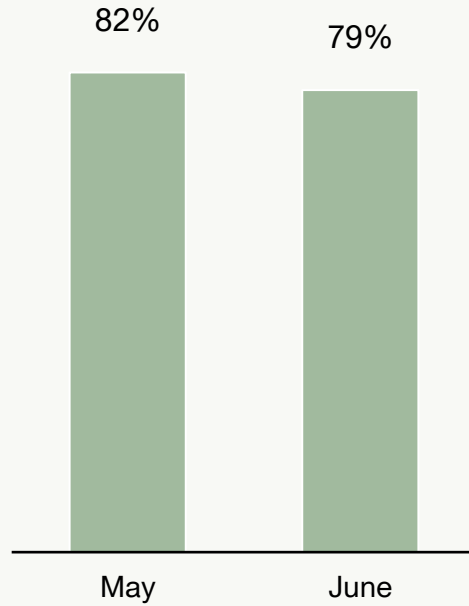
Impact & Satisfaction

Customers remain satisfied, appreciative of quality of life impacts of solar product, and generally pleased with company communications.

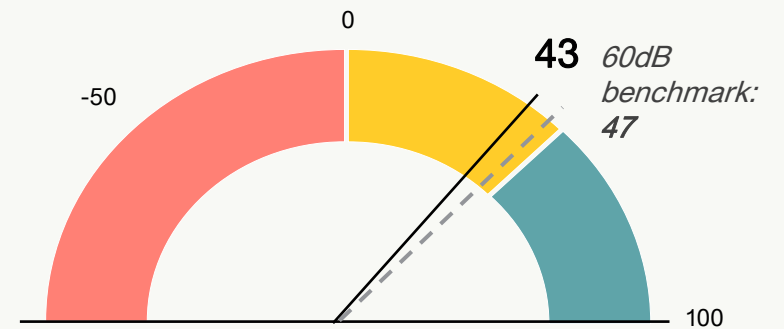
Improved Quality of Life



Satisfied with Company Communications



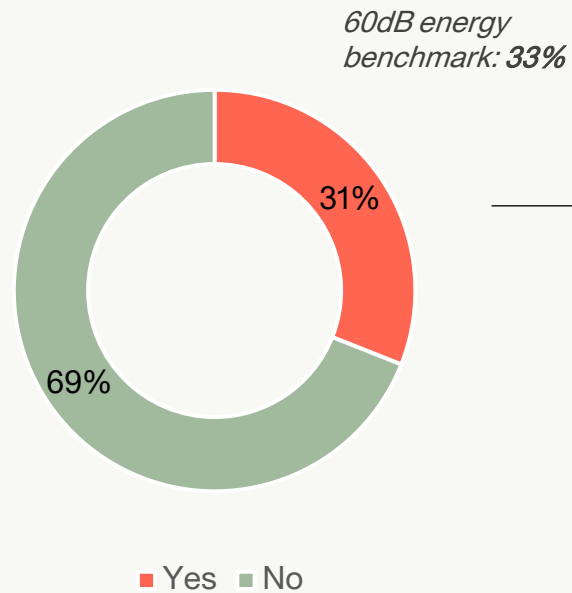
Net Promoter Score®



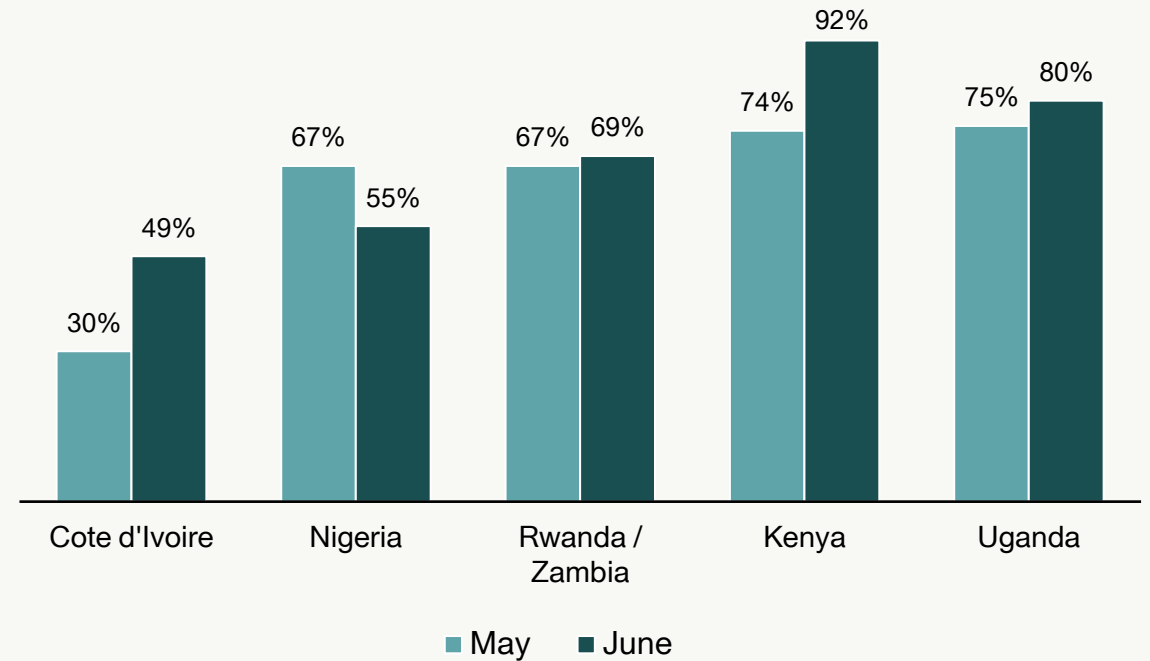
Issues & Customer Service

Higher rates of unresolved issues in June, potentially due to challenges of delivering customer care.

Challenge Rate



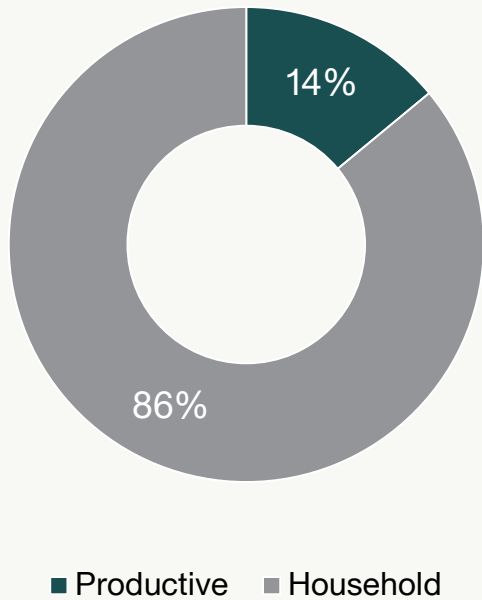
Unresolved Issues



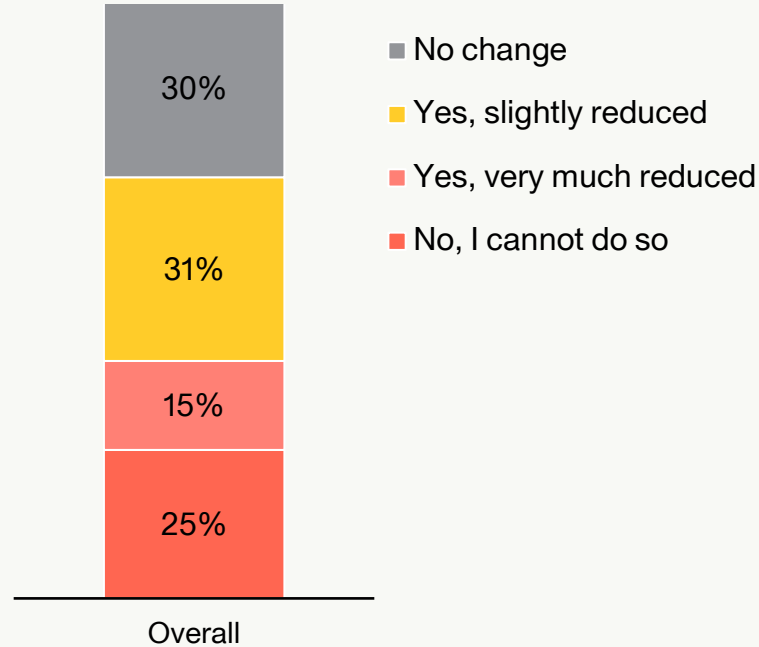
Productive Use

Customers using their product for income generation are feeling the impact more greatly.

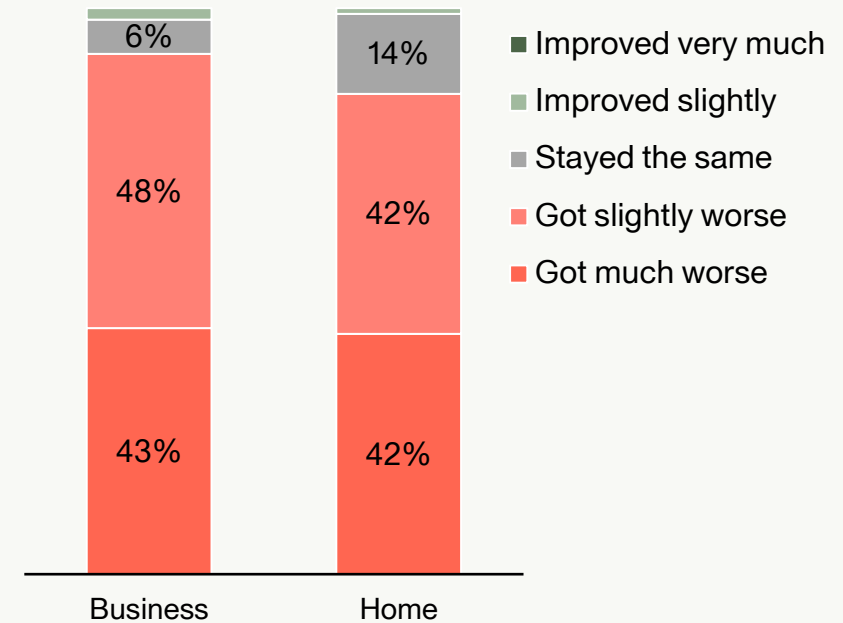
Household vs Productive Use



COVID-19 Impact on Productive Use



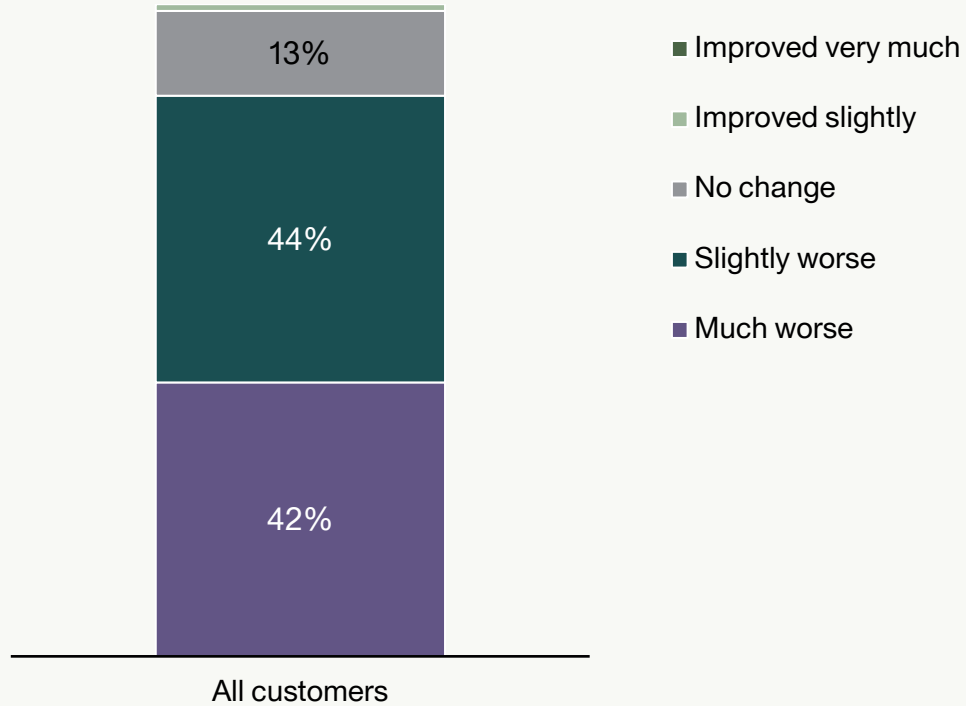
Financial Situation by User Type



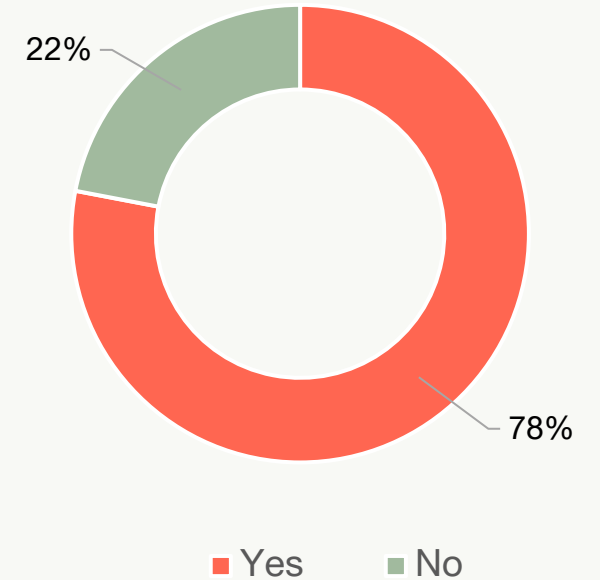
Financial Impact

Overall, customers are faring worse than prior to the pandemic.

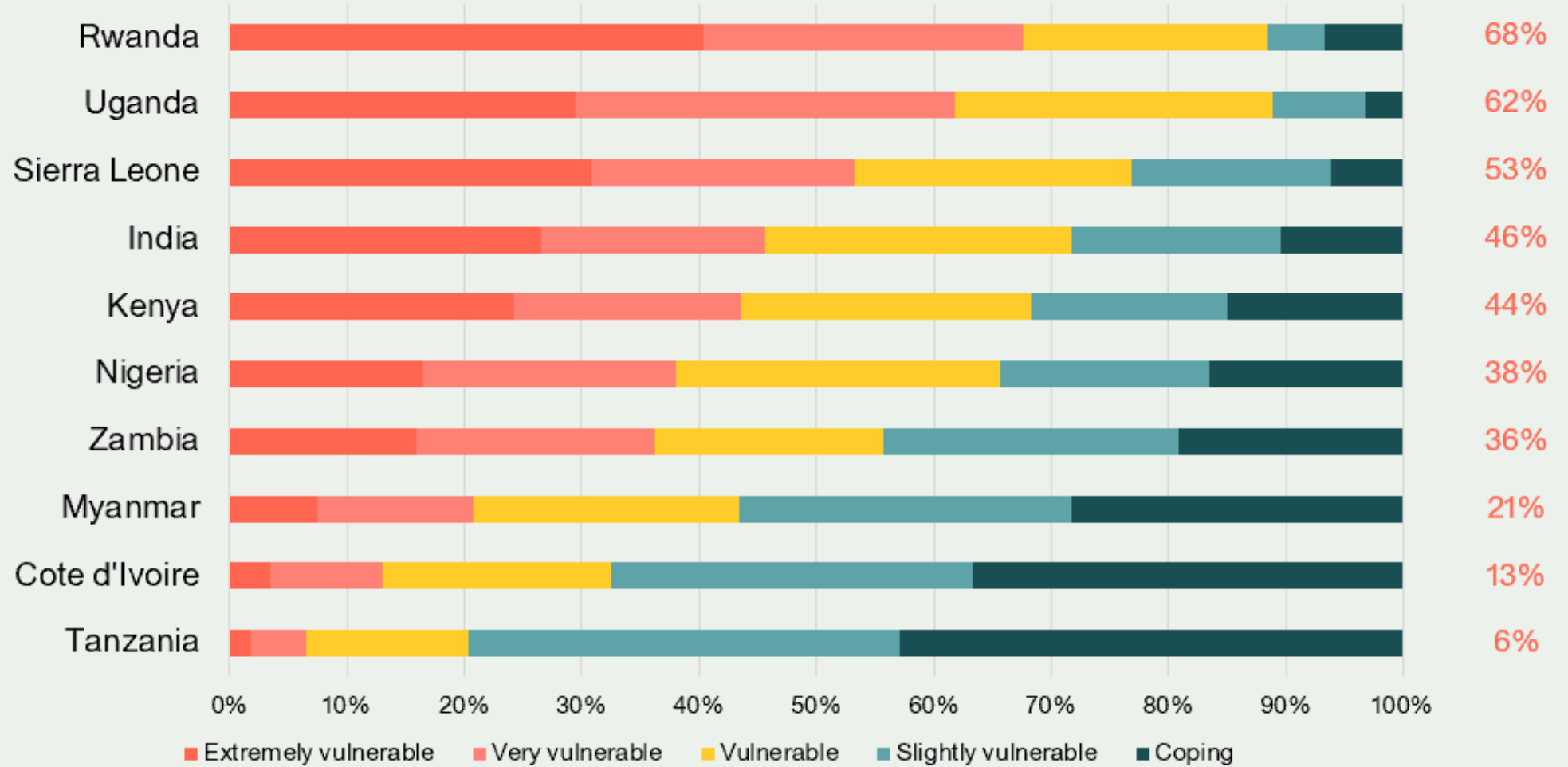
Financial Situation



Coping Mechanisms Used



Vulnerability



Customer Voices

“I am a farmer so I continue as normal since the government allows us to continue with production activities. So, my activities have not been affected and we live a normal life as we used to live before corona.” –Tanzania

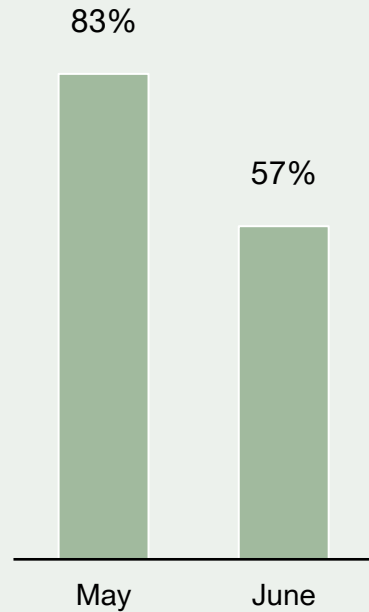
“Previously, I used to work and I could help my husband to support our family but now, he is the only one who is working and not regularly so whatever he gets is what we use and it is never enough. Sometimes we even skip meals. For sure, right now, we are struggling to make sure that our children have something to eat.” –Kenya

Changes Since May

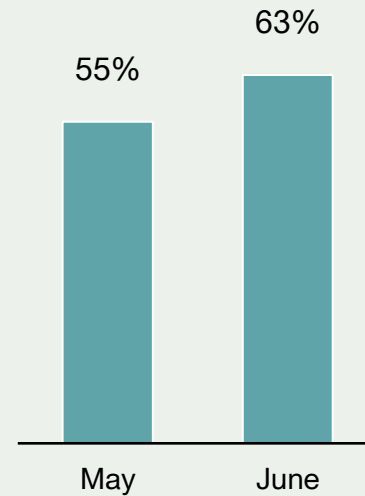
Improvements may actually reflect that things are not getting worse, but may not be getting better, yet.

Slight improvements in household income, confidence to make repayments, and consumption of food.

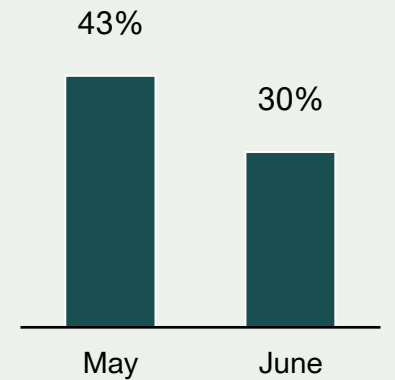
Decrease in Household Income



Confidence in Ability to Make Repayments for the Next Month



Reduced Food Consumption



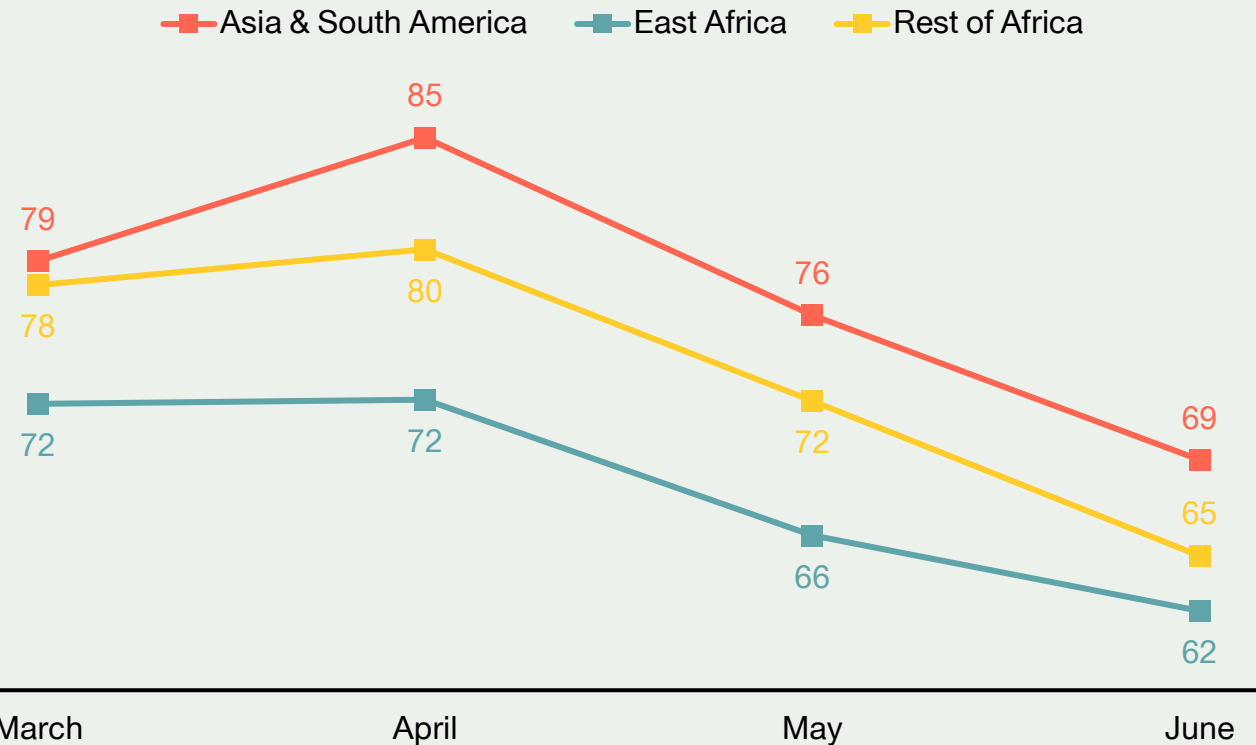
Government Response to COVID-19

Find out more here:

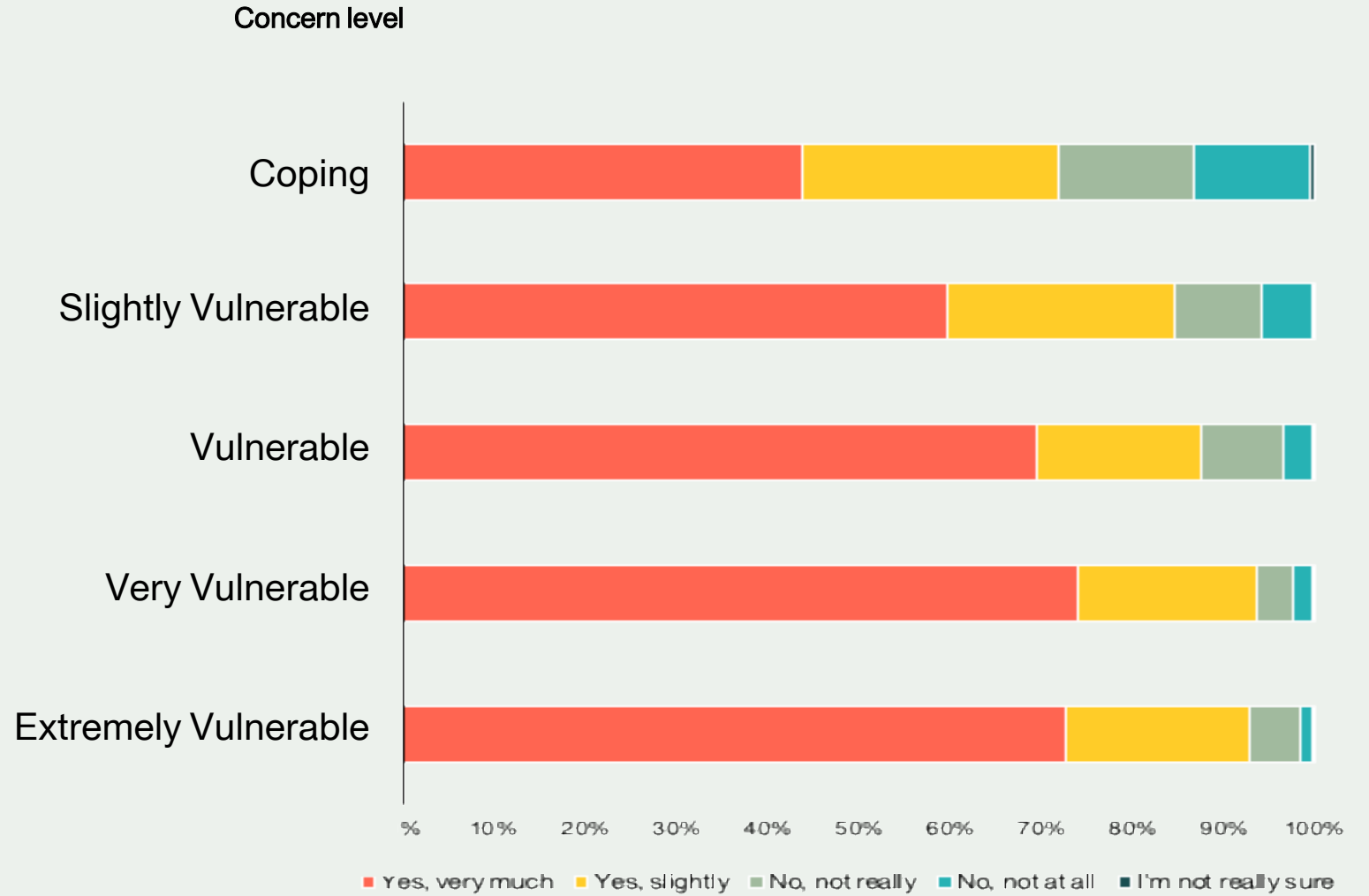
<https://www.bsg.ox.ac.uk/research/research-projects/coronavirus-government-response-tracker>

The government response strictness level has been gradually decreasing since reaching its peak in April 2020.

Stringency Index by Region

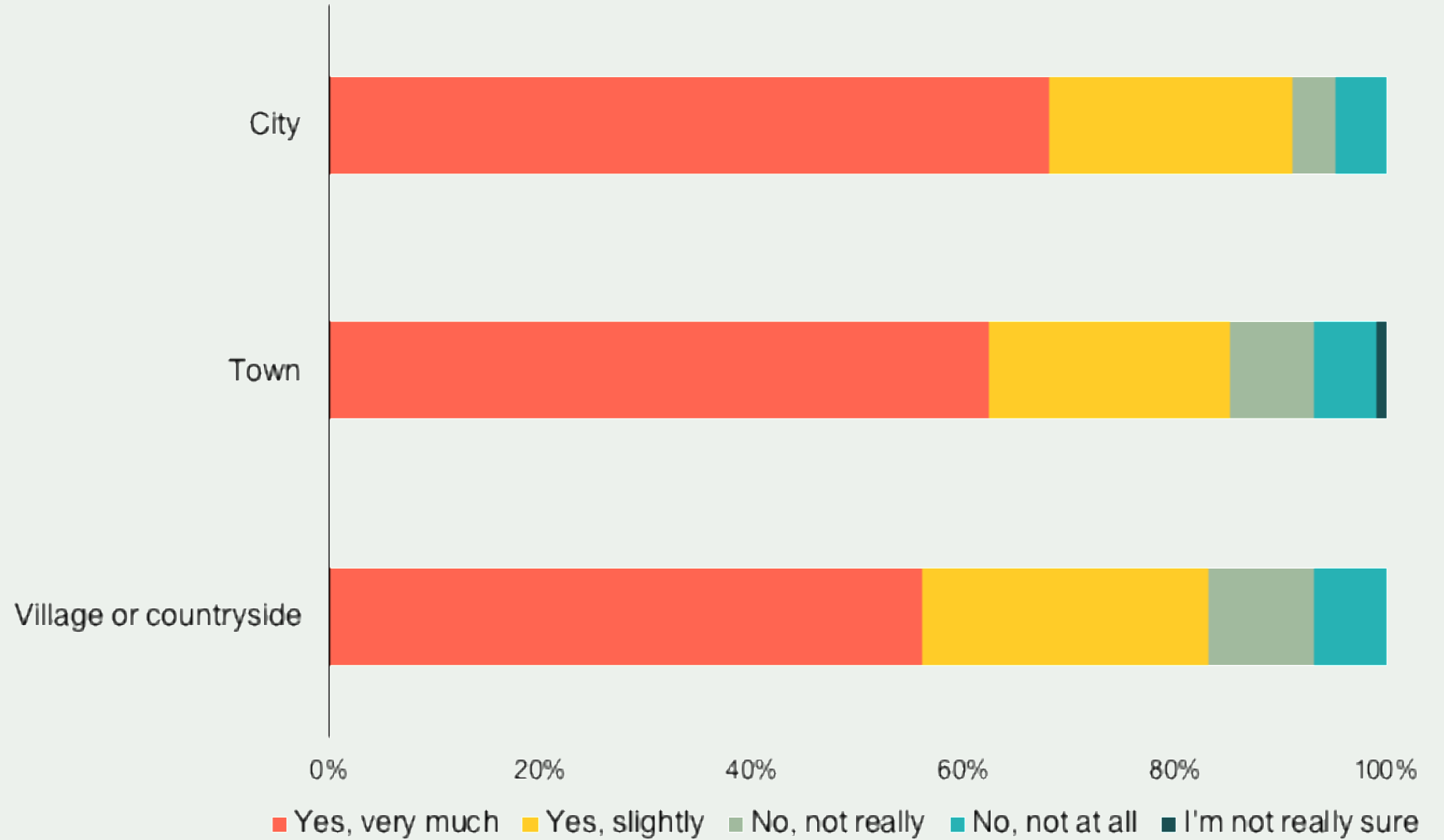


Concern & Vulnerability



Rural vs Urban

Concern level, by location

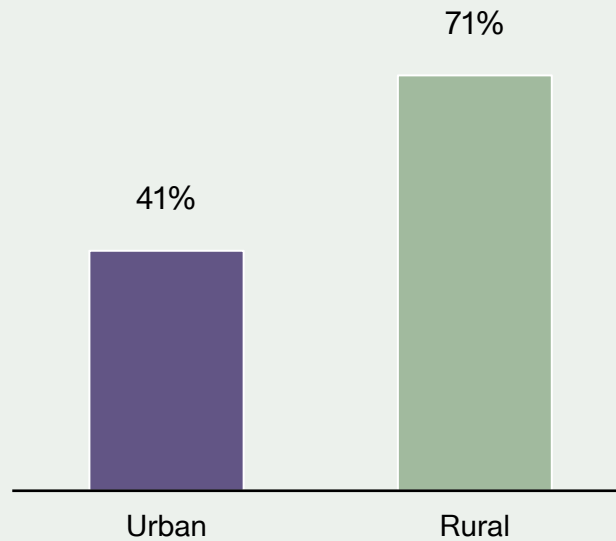


Exploring Rural vs Urban

Rural customers are more likely to live in poverty and less confident in ability to make repayments.

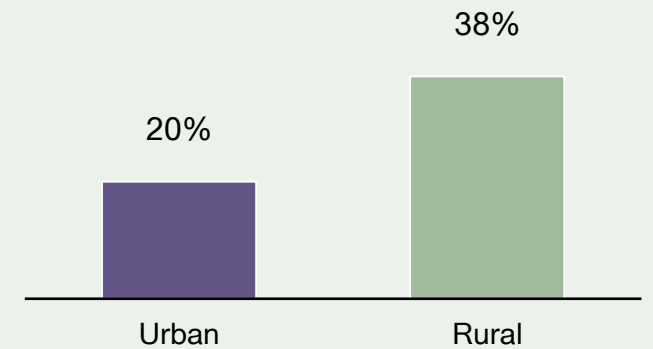
Living in poverty

Calculated using the Poverty Probability Index



Confidence in ability to make repayments for the next month

Those who said 'slightly' or 'very' unconfident



60_decibels

The lighting is very good, I can charge my phone, and the company is very responsive to issues. The free use of their lighting service for a week as compensation for my battery spoiling made me realize that they really care about the quality of service and product their customers receive.

60 Decibels COVID19 insights dashboard

<http://bit.ly/60dB-Covid>

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COVID-19 Energy Access Relief Response

<https://www.energyaccessrelief.org/>

- Consumer Protection Principles
- Self-Assessment Tool
- Webinar recording & slides

www.gogla.org/consumer-protection

1. Technical Assistance
2. Sector-wide Policy Response
3. Consumer Protection & Relief
4. Financial Assistance

Thank you.

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