

BILLING & PAYMENT EXPERIENCES AND PREFERENCES PULSE SURVEY

How do Utilities and Telecom customers feel about billing and payments amid coronavirus pandemic?



39%

of households have contacted some of their home service providers, such as insurance, mortgage, utility and telecom (mobile, ISP, TV) to ask about **better pricing**



26%

of households say they are behind on payments for **at least one monthly bill** | 41% of those households say they are somewhat or very unlikely to be able to pay next month



2/3

More than two-thirds of customers who are behind on paying their bills are **unaware** of programs to help make extended payment arrangements



41%

Most customers would **prefer to speak with someone** when making extended payment arrangements | 21% Online is the next most preferred channel to make extended payment arrangements



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Two-thirds prefer to **receive their monthly bills digitally** (email, online, mobile app, text)



46%

Most customers **prefer to pay their monthly bills online**



WANT MORE DETAILS?

Contact your J.D. Power data and analytics expert or email us at TMTInfo@jdpa.com to learn more.