

WATER UTILITIES PULSE SURVEY: COVID-19 Impact



97%

of customers have **been impacted** by the COVID-19 crisis



73%

of customers rate their water utility's response to the COVID-19 crisis as **good** or **average** | Only 8% rate their water utilities as poor or unacceptable



30%

of customers say that their financial situation may be **worse** or **much worse** in two months



3%

of customers say they are **very unlikely to be able to pay** their water bill



41%

of customers **express concern** that COVID-19 may spread through drinking water or wastewater | The CDC says COVID-19 cannot be transmitted through water



70%

of respondents say they **don't know about any changes** implemented by their water utility in response to the COVID-19 crisis



36%

of households say they are **drinking more water** than before COVID-19 | Households report drinking 18% more glasses and bottles of water per day

7.0 → 13.2
X X

Handwashing, on average, has **nearly doubled** | High income households increased handwashing the most [more than double] | Low income households wash hands more than middle-income households



WANT MORE DETAILS?



Contact your J.D. Power account representative to learn more.