



**BENCHMARK YOUR
VULNERABLE
CUSTOMER
EFFORTS**



Chartwell Vulnerable Customer Survey

SAMPLE QUESTIONS

1

What is the primary method you use to define low-income customers?

2

What method(s) of verification does your utility use to identify vulnerable customers?

3

What type(s) of energy efficiency programs does your utility offer to serve vulnerable customers?

4

Does your utility offer programs to engage with indigenous peoples? If so, can you describe these? Which are the most effective?

5

What third-party community partners and vendors/solution providers does your utility work with to serve vulnerable customers?

To participate in the survey and get a FREE copy of the results, please click here.