

*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.](#)