

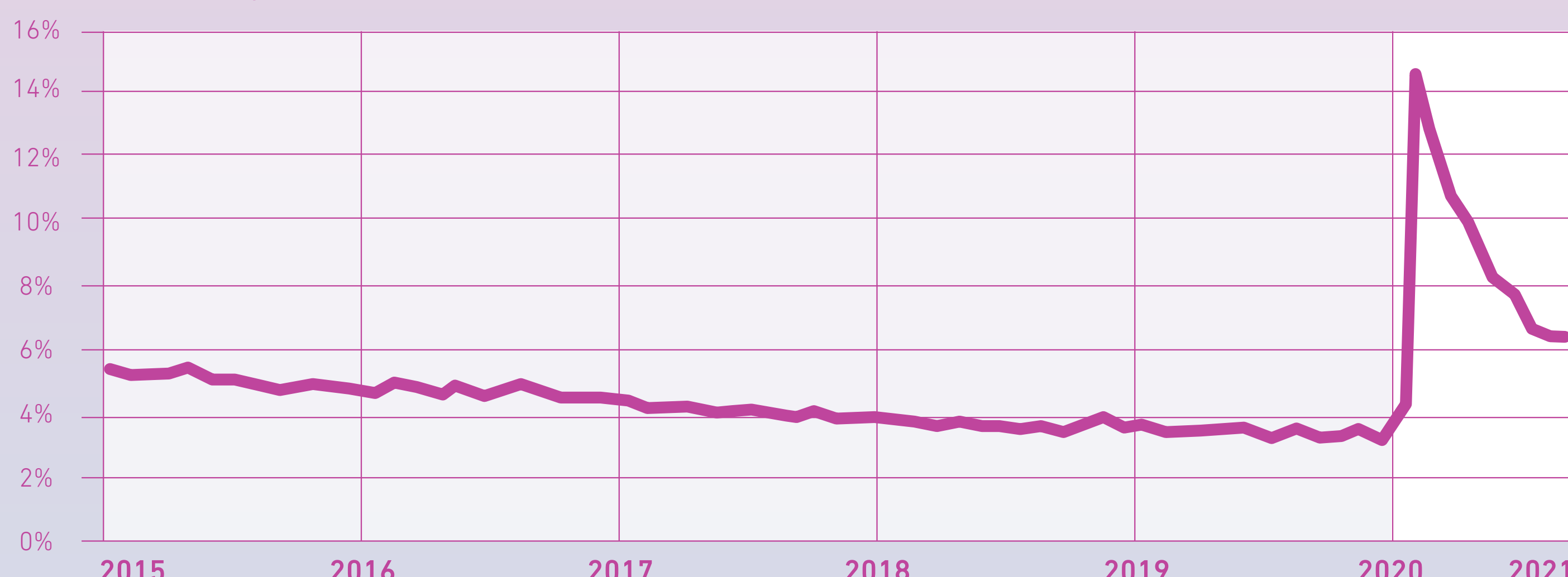
# 2020 Telco Consumer Insights and Trends



While optimism in the United States seems to be increasing despite the ongoing COVID-19 pandemic, many consumers continue to feel the impact of the crisis on their finances and ability to pay down existing debt. Discover how the pandemic has affected utility consumers' income and employment and the importance of offering continuous support to those in need.

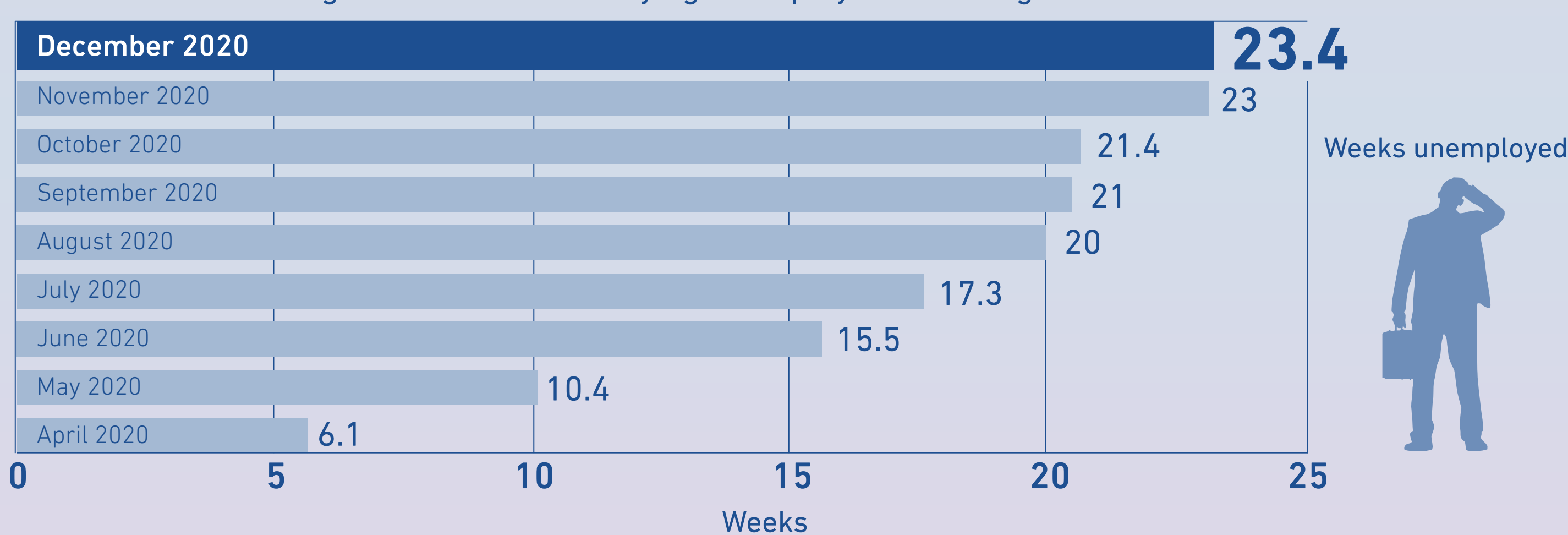
## U.S. unemployment rate

Findings: Despite recent drops, the unemployment rate is still above pre-pandemic levels.



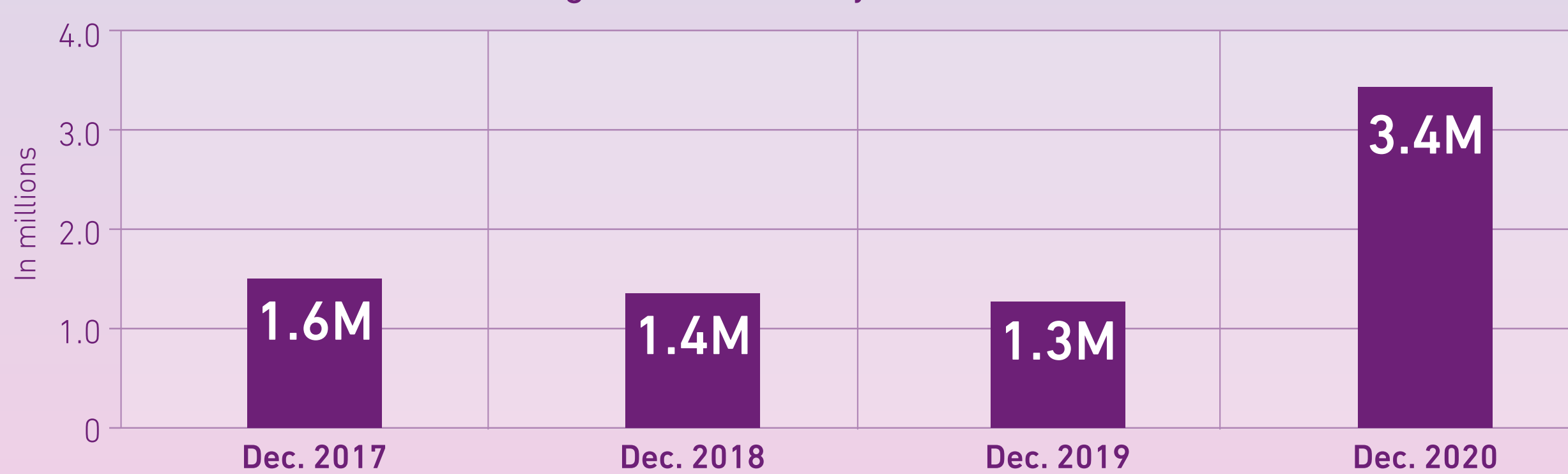
## Average number of weeks unemployed

Findings: Individuals are staying unemployed for a longer duration of time.



## U.S. employees on permanent layoff

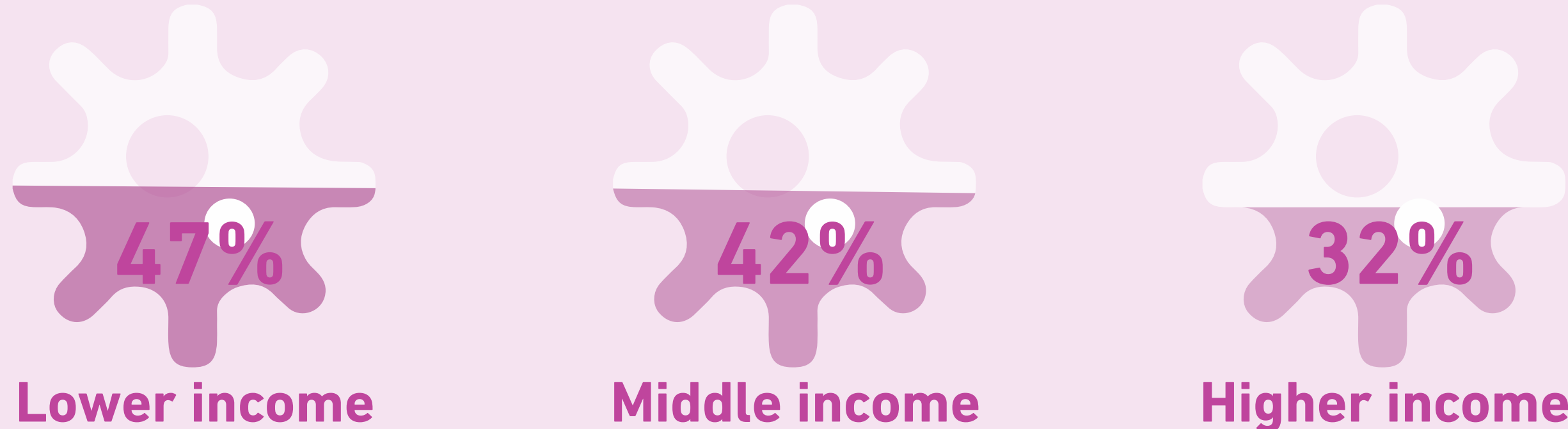
Findings: Permanent layoffs remain elevated.



Source: Bureau of Labor Statistics, January 8, 2021.

## % who say someone in their household has had a job/wage loss due to COVID-19

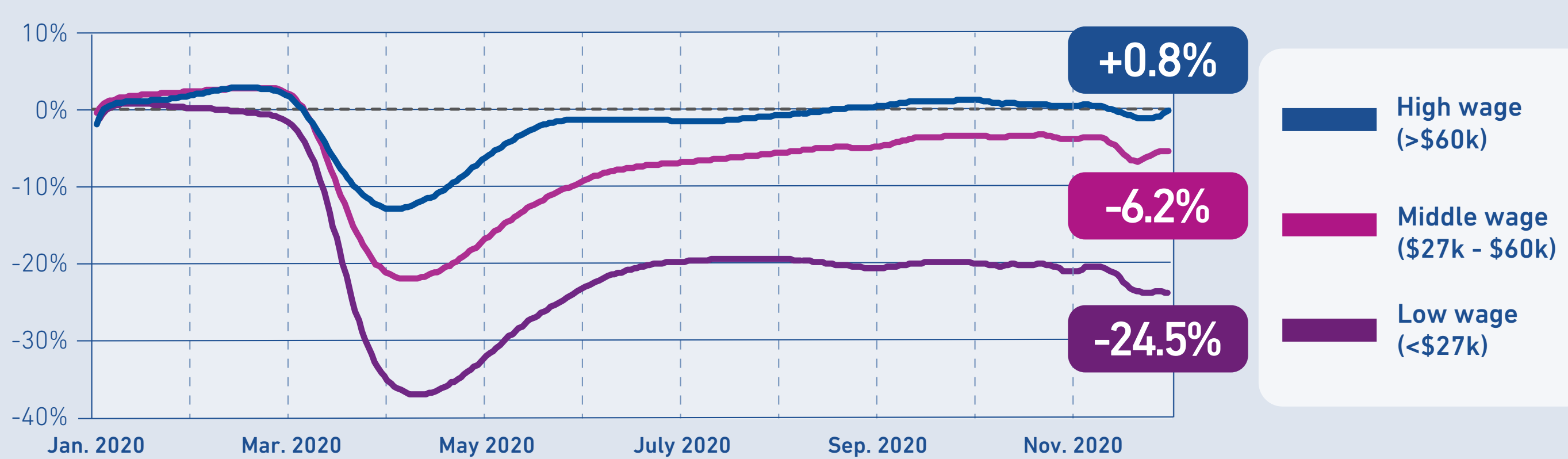
Findings: Lower-income workers hit harder by coronavirus job/wage losses.



Source: Pew Research Center, survey of U.S. adults, Aug. 3–16, 2020 (data released September 2020).

## Employment declines by wage group

Findings: COVID-19 has had an amplified impact on lower earners.



Source: Opportunity Insights Economic Tracker, December 13, 2020.

## Perceived probability of losing job in the next 12 months (by income level)

Findings: Low-income workers are more concerned with potential future job loss.

Annual income level	Expected probability
Under \$50k	19.7%
\$50k–\$100k	15.2%
Over \$100k	12.1%

Source: Federal Reserve Bank of New York, Survey of Consumer Expectations, January, 2021.

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