

## Innovation and Reliability are Keys to the Future

CMUA members are shaping the future of the water and power industries. We're innovative trendsetters, forward-looking and progressive, and environmentally responsible. CMUA member electric utilities are paving the way forward while being accountable to their customers and local communities.



### AFFORDABILITY

**40%** A majority of customers are concerned about costs and keeping rates low for electric service, and 40% of electric customers say affordability is extremely important.



### RESILIENCY

**Customers are concerned about the reliability of their electric service.**

**60%** of CMUA electric utilities say their customers are extremely interested in strong reliability.



### SUSTAINABILITY

**CMUA electric utilities are planning new investments in renewables and electric vehicles.**

**67%** are planning solar + storage projects

**70%** of CMUA electric utilities are investing in electric vehicle infrastructure (charging stations, expanding the utility's EV fleet and offering customers rebates)



### INNOVATION AND THE FUTURE

**CMUA electric utilities are planning for and responding to the impacts of climate change.**

**59%** are developing new renewable energy supplies

**54%** are planning new infrastructure, in addition to operating and maintaining existing infrastructure at a high level

*\*Statistics from a January 2020 survey of executives from CMUA member electric utilities.*