COVID-19: Energy Access Industry Barometer - Results and observations
General information

• **Objective**: The COVID-19 crisis is evolving rapidly, and insights from energy access companies are essential to understand the impact of it. The results of the Barometer will give investors, governments, and donors the information they need to develop effective response and recovery strategies.

• **Participation period**: 29.06 – 21.07.2020

• **Available languages**: english, french, spanish

• **Coverage**: most global and inclusive survey yet, targeting multiple off-grid segments

• **Undertaken by**: [List of logos and names]
Coverage of the survey

613 respondents distributed over 44 countries

Market segments: Clean cooking, Mini-grids, Household solar and appliances

Respondents: Micro to multinational companies, representing the whole supply chain
Executive Summary

Main Messages

1. The energy access sector is in crisis
   \textit{Progress towards SDG7 and related SDGs at severe risk}

2. Many businesses fear for their survival, large number of jobs at risk
   \textit{Livelihoods are endangered, economic and social crisis coincide}

3. Access to finance is key – sector needs special vehicles
   \textit{Particularly short-term grant relief - also new long-term equity/debt & concessional loans}
Executive Summary

The energy access sector is in crisis

- **Over half** of the companies facing challenges **in next two months**
- **85%** of the companies struggling **with survival for more than 5 months**
- **Timely and fast support** will be essential to **prevent exodus of companies**

Looking at the overall financial impact of COVID-19 on your business, which of the following best describes your position?

- **16%** We can survive another 6-9 months
- **27%** We can survive another 3-5 months
- **43%** We can survive another 1-2 months
- **15%** We can no longer sustain our business
- **0%** We closed the business already*

*There have been very few companies indicating this option*
Executive Summary

The energy access sector is in crisis

- **Sales volumes** are **substantially down**
- A number of **underlying factors**: no **demand** generation, shift in **consumer spending**, **logistical restrictions**, etc.

How does your sales volume in the last quarter compare to the same quarter in 2019?
Executive Summary

Current level of support is low

➢ Most companies have been **unable to access financial relief**

Have you been able to access any funding and/or other financial relief during the crisis?

- No funding accessed during the crisis (79%)
- Grant funding (Covid-19 relief to cover e.g. operational costs) (8%)
- New equity / new debt (4%)
- Restructuring debt (3%)
- Bridging loans (3%)
- Concessional loan (3%)
Executive Summary
What the sector needs

- Clear indication that grants are required
- Interestingly, also support with accessing COVID-19 relief funds is required
- Business operations continuity is as well deemed essential

What kind of support does your company need over the next 3 months?

- Technical / operational support
- Business operations continuity
- Assistance with assessing COVID-19 relief funds
- Restructuring debt
- Bridging loans
- Concessional loans
- Grant funding (covid-19 relief to cover e.g. operational costs)
- New equity / new debt

[Bar chart showing priorities for each type of support]
Executive Summary
What the sector needs

➢ Over half of the companies would need less than 50,000 USD to survive the next 6 months
➢ Close to a third would only need 10,000 USD – that is 2 mio. USD to save 200 companies
➢ Grant instruments are needed to complement the concessional loan relief funds in the pipeline

Grant funding: What is your overall short-term (6 months) funding requirement?
Executive Summary

Major take-aways from the analysis

- Smaller companies are more severely affected
- Distributors seem to be overly affected
- The situation seems to have a strong impact in East Africa in particular
- Overall, it seems that access to finance (in different forms) is the key bottleneck
- Grants are ranked as priority across all segments – few are available
- Many companies did not seek for TA – indication that cash-flow is more important or out of reach
- Some bigger market players are sending very positive signals in other fora
- Survey fatigue was often reported – many surveys, lack of action on the ground
Business information

Who participated?
Business information

National companies are very present in the sector

- National: 85%
- Multinational: 15%

Clear focus on Cookstoves and Solar Home Systems

- Improved / Clean Cookstoves and fuels: 42%
- Solar Home Systems: 29%
- Mini-grid: 7%
- Biogas digesters: 6%
- Pico lighting / lanterns: 6%
- Appliances / productive use: 3%
- Energy Efficiency: 2%
- Commercial and Industrial (C&I): 1%
- Fuels only: 0%
Business information

Company types
- Distributor (companies that sell other brands' products B2C, and possibly B2B) - 34%
- Manufacturer (company that sells its own brand products B2B) - 16%
- Vertically integrated (company that sells its own brand products both B2B and B2C) - 30%
- Installer (companies that install component-based systems) - 14%
- Mini-grid operator or developers - 6%

Field of operations
- Mainly Cash, meaning that your products are mostly sold in a single payment - 59%
- Both PayGo and Cash - 17%
- Mainly Pay-as-you-go (PayGo) or credit, meaning that your products are sold in more than one instalment - 17%
- Our business retails/sells energy on a kWh consumption basis - 14%
- Our business does not have a direct interaction with the end-user - 4%
- Long term PPA (leasehold) arrangements - 4%
Business information

Nascent market with few long-term players

Small scale businesses with low turnover in 2019 dominate the picture
Business information

Serving a variety of needs, the sector itself is diverse

- More than **80%** of the respondents are only operating in one country.
- More than **70%** can be assigned to the market segments of *Improved / Clean Cookstoves and fuels* or *Solar Home Systems*.
- About **40%** of the companies are in **operation less than 5 years**.
- **31%** have an annual turnover of **less than 10,000 USD**.
Impact of COVID-19

To what extent are companies affected by the pandemic?
Impact of COVID-19

Strong disruption of the market continues

➢ 70% of the responding companies are experiencing at least a **significant disruption**
➢ **Almost 30%** had to **cease their operations** (hibernation or permanent closure of business)

How is the disruption evolving for your company?
Analysis by company type

Impact of COVID-19 on business activities

➢ Distributors are severely affected
Analysis by region

Overall financial impact by COVID-19 – East Africa affected

We can survive another 6-9 months

- Asia & Asia-Pacific: 12%
- West Africa: 20%
- East Africa: 27%
- Latin America & the Caribbean: 25%

We can survive another 3-5 months

- Asia & Asia-Pacific: 40%
- West Africa: 27%
- East Africa: 25%
- Latin America & the Caribbean: 32%

We can survive another 1-2 months

- Asia & Asia-Pacific: 39%
- West Africa: 32%
- East Africa: 50%
- Latin America & the Caribbean: 33%

We can no longer sustain our business

- Asia & Asia-Pacific: 15%
- West Africa: 16%
- East Africa: 16%
- Latin America & the Caribbean: 14%

We closed the business already*

- Asia & Asia-Pacific: 1%
- West Africa: 1%
- East Africa: 5%
- Latin America & the Caribbean: 1%
Impact of COVID-19
Lack of demand and cashflow endangers businesses

➢ The **top three factors currently affecting businesses are**

1) Low demand generation
2) Cashflow problem
3) Low customer sales levels
Impact of COVID-19

Lack of demand and cashflow endangers businesses

➢ The top three factors affecting businesses in the next three months are

1) Cashflow problems
2) Low demand generation
3) Customer sales levels
Impact of COVID-19

Sales volumes in last quarter are in free fall

- 80% of the companies report a lower sales volume (compared to the same period a year before)
- Almost 50% indicated a decrease in sales volumes of at least 50%

How does your sales volume in the last quarter compare to the same quarter in 2019?
Impact of COVID-19
Sector-zoom Pay-Go / Mini-grid: Collection rates drop

More than 60% of Pay-Go / credit and Mini-grid operators indicated for the period of March until May (2020) a collection rate decrease of at least 25% (compared to the same period last year)

Have you offered greater payment flexibility for your customers?

- Yes, on a case by case basis for those whose incomes have been affected
- No, not necessary - our policies are already relatively flexible
- No, our financial situation will not allow us to offer greater payment flexibility
- No, we are worried about damaging the payment behavior of customers
- No, too difficult to implement at this time given operational and technical capacity
- Yes, for all customers between +50 and +75%

* Pay-Go / credit and Mini-grid operators only
Impact of COVID-19
The sector is in a severe crisis, we need to act fast

➢ **Over 50%** will have to **close their business in two months**
➢ **85%** of the companies will **not survive more than 5 months** under the current conditions

Looking at the overall financial impact of COVID-19 on your business, which of the following best describes your position?

- **16%** can survive another 6-9 months
- **27%** can survive another 3-5 months
- **43%** can survive another 1-2 months
- **15%** cannot sustain the business any longer
- **0%** closed the business already*

*Only a few companies ticked this option.*
Impact of COVID-19
The sector is in a severe crisis, we need to act fast

Smaller companies are more exposed – but even big ones are struggling

- We can survive another 6-9 months
- We can survive another 3-5 months
- We can survive another 1-2 months
- We can no longer sustain our business
- We closed the business already

Less than 10,000 USD*  
20,000 - 200,000 USD*  
More than 5,000,000 USD*

*Annual Turnover in 2019
Impact of COVID-19

Income for livelihoods is significantly affected

➢ Compared to February more than 65% of the respondents had to reduce hours and pay of their staff or dismiss people

➢ Amongst them, 35% indicated a percentage of at least 30% of already dismissed staff

How many Full Time Equivalents (FTE) do you employ at the end of February 2019?

Compared to the situation in February, what percentage of your staff have you had to lay off?

All staff kept their positions
We had to reduce their hours / pay
Less than 5 %
5 – 15 %
15 – 30 %
30 – 60 %
More than 50 %

33% 17% 9% 8% 9% 12% 11%

Less than 5 FTE 5 - 10 FTE 10 – 20 FTE 20 – 50 FTE 50 – 100 FTE 100 – 300 FTE 300 – 1000 FTE More than 1000 FTE

31% 24% 17% 14% 7% 3% 2% 1%
Smaller companies with much higher staff layoff

Impact of COVID-19
Income for livelihoods is significantly affected

Less than 10,000 USD*
20,000 - 200,000 USD*
More than 5,000,000 USD*

*Annual Turnover in 2019
Analysis by market segment

Staff situation more dire for Clean Cookstoves

**Improved / Clean cookstoves and fuels**

- All staff kept their positions: 17% 17%
- We had to reduce their hours / pay: 9% 10% 12% 19% 16%

**Solar Home Systems**

- All staff kept their positions: 41%
- We had to reduce their hours / pay: 15% 13% 9% 9% 6% 8%

**Mini-Grid**

- All staff kept their positions: 51%
- We had to reduce their hours / pay: 16% 9% 7% 7% 9% 2%

**Appliances / Productive use**

- All staff kept their positions: 41%
- We had to reduce their hours / pay: 27% 5% 5% 0% 9% 14%
Financial and operational needs

What is needed to navigate the energy access industry through this crisis?
Financial and operational needs
Low level of existing support

- Only about 30% of the companies have so far received assistance from central / state / provincial / local government authorities.

Have you already received any of the following types of assistance from central/state/provincial/local government authorities in your country?

- None
- Reduction or deferral of tax payments
- Your company’s products/services have been determined essential, hence operations continue
- Reduction of financing costs, debt relief, or extension of loan terms
- Alternative supply or service contracts
Financial and operational needs

Low expectation for future support

➢ More than 50% of the respondents are not expecting to get any assistance in the upcoming months

Are you expecting to receive any of the following types of assistance from central / state / provincial / local government authorities in your country?

- None
- Reduction or deferral of tax payments
- Reduction of financing costs, debt relief, or extension of loan terms
- Alternative supply or service contracts
- Your company’s products/services have been determined essential, hence operations continue
Financial and operational needs

Companies need grants

➢ **Grant funding** has the **highest priority** with regards to financial needs of the energy access industry

➢ On the operational side **Assistance with assessing COVID-19 relief funds** and **Business operations continuity** are the most important areas where support is needed
Financial and operational needs
Small amounts would help the sector tremendously

- **Half of the companies:** less than 50,000 USD to survive the next 6 months (grants / loans)
- **Close to a third would** only need 10,000 USD – that is 2 mio. USD to save 200 companies
- **Grant instruments** are needed to complement the concessional loan relief funds in the pipeline

Grant funding: What is your overall short-term (6 months) funding requirement?

Bridging loans / concessionary loans: What is your overall short-term (6 months) funding requirement?

Half of the companies: less than 50,000 USD to survive the next 6 months (grants / loans)
Close to a third would only need 10,000 USD – that is 2 mio. USD to save 200 companies
Grant instruments are needed to complement the concessional loan relief funds in the pipeline
Financial and operational needs
*Funds are limited, and TA is less important*

- **More than 75%** of the companies **did not receive any funding** during the crisis
- **Less than 20%** received **Technical Assistance**

Have you been able to access any funding and/or other financial relief during the crisis?
- No funding accessed during the crisis
- Grant funding (covid-19 relief to cover e.g. operational costs)
- New equity / new debt
- Restructuring debt
- Bridging loans
- Concessional loan

Have you been able to access Technical Assistance?
- Yes, it fully met our needs
- Yes, but it only partly met our needs
- Not yet, but it is in the pipeline
- No, we tried but were not able to access
- No, but we did not seek it

Diagram: More than 75% of companies did not receive any funding; Less than 20% received Technical Assistance.
Financial and operational needs

The diverse TA instruments reflect the diverse sector

➢ Companies have been receiving a **range of TA related support**
➢ Overall, it seems that **access to finance** is ranked higher in terms of **priority**

*Which type of Technical Assistance did you access?*

<table>
<thead>
<tr>
<th>Technical Assistance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business operations continuity</td>
<td>14%</td>
</tr>
<tr>
<td>Business modeling</td>
<td>7%</td>
</tr>
<tr>
<td>Liquidity planning</td>
<td>4%</td>
</tr>
<tr>
<td>Investor relations support</td>
<td>8%</td>
</tr>
<tr>
<td>Support for applying for funds</td>
<td>9%</td>
</tr>
<tr>
<td>Credit risk management</td>
<td>4%</td>
</tr>
<tr>
<td>Supply chain management</td>
<td>4%</td>
</tr>
<tr>
<td>Human resources</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>None</td>
<td>43%</td>
</tr>
</tbody>
</table>
Financial and operational needs
What has offered hope during the crisis

Technology and business model resilience. The COVID pandemic and crisis has been a strong driver of creativity and innovation within the sector and many companies have shown their agility and inventiveness.

Customer satisfaction and impact. Despite the hardships, many customers continue to prioritize investments and payments in energy access.

Industry solidarity. Many stakeholders have shown commitment and flexibility to ride the storm together.

Increased standing. Energy access has gained a higher profile with governments and other stakeholders (i.e. recognized as an essential service).
Conclusions
Main Messages

1. The energy access sector is in crisis
   Progress towards SDG7 and related SDGs at severe risk

2. Many businesses fear for their survival, large number of jobs at risk
   Livelihoods are endangered, economic and social crisis coincide

3. Access to finance is key – sector needs special vehicles
   Particularly short-term grant relief - also new long-term equity/debt & concessional loans
Conclusions

Major take-aways from the analysis

➢ Smaller companies are more severely affected
➢ Distributors seem to be overly affected
➢ The situation seems to have a strong impact in East Africa in particular
➢ Overall, it seems that access to finance (in different forms) is the key bottleneck
➢ Grants are ranked as priority across all segments – few are available
➢ Many companies did not seek for TA – indication that cash-flow is more important or out of reach
➢ Some bigger market players are sending very positive signals in other fora
➢ Survey fatigue was often reported – many surveys, lack of action on the ground
Thank you for your attention!
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ANNEX

Additional analysis by
A) Company size
B) Company type
C) Market segments
D) Regions
Analysis by company size
Analysis by company size (i.e. annual turnover)

Impact of COVID-19 is more severe on smaller companies

Companies with annual turnover ≤ $10,000

- Impacts were positive: 0%
- No disruption – business as usual: 3%
- Moderate – We stabilized on a lower level than before COVID-19: 38%
- Significant – harshly reduced activity: 33%
- Severe – hibernation-mode: 0%
- Disastrous – ceased our operations permanently: 3%

Annual turnover ≥ $5,000,000

- Impacts were positive: 0%
- No disruption – business as usual: 0%
- Moderate – We were able to stabilize on a lower level than before COVID-19: 52%
- Significant – We are experiencing harshly reduced activity: 44%
- Severe – We had to move into hibernation-mode: 4%
- Disastrous – We had to cease our operations permanently: 0%
Analysis by company size (i.e. annual turnover)  
Sales volume (March – May 2020) compared to last year

Companies with annual turnover ≤ $10,000

-75 %: 0%
-50 to -75 %: 19%
-25 to -50 %: 30%
-5 to -25 %: 25%
+5 to +25 %: 1%
+25 to +50 %: 2%
+50 to +75 %: 7%
+75 %: 0%

Annual turnover ≥ $5,000,000

-75 %: 0%
-50 to -75 %: 7%
-25 to -50 %: 15%
-5 to -25 %: 7%
+5 to +25 %: 0%
+25 to +50 %: 0%
+50 to +75 %: 0%
+75 %: 30%

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Analysis by company size (i.e. Annual Turnover)
Collection rate for PayGo / credit and Mini-Grid operators

Companies with annual turnover ≤ $10,000

- +75%: 0%
- +50 and +75%: 0%
- +25 and +50%: 5%
- +5 and +25%: 10%
- +1.5% variation: 25%
- -5 and -25%: 30%
- -25 and -50%: 10%
- -50 and -75%: 10%
- Prefer not to answer: 0%

Annual turnover ≥ $5,000,000

- +75%: 0%
- +50 and +75%: 0%
- +25 and +50%: 0%
- +5 and +25%: 6%
- +1.5% variation: 6%
- -5 and -25%: 35%
- -25 and -50%: 24%
- -50 and -75%: 12%
- Prefer not to answer: 6%
- -75%: 12%
Analysis by company size
*Smaller companies have less reserves*

Companies with annual turnover ≤ $10,000

- We can survive another 6-9 months: 8%
- We can survive another 3-5 months: 17%
- We can survive another 1-2 months: 46%
- We can no longer sustain our business: 28%
- We closed the business already*: 1%

Annual turnover ≥ $5,000,000

- We can survive another 6-9 months: 22%
- We can survive another 3-5 months: 59%
- We can survive another 1-2 months: 15%
- We can no longer sustain our business: 4%
- We closed the business already*: 0%
Analysis by company size

Staff situation / dismissal – compared to February

Companies with annual turnover ≤ $10,000

- All staff kept their positions: 23%
- We had to reduce their hours / pay: 13%
- Less than 5%: 12%
- 5 – 15%: 9%
- 15 – 30%: 11%
- 30 – 50%: 18%
- More than 50%: 14%

Annual turnover ≥ $5,000,000

- All staff kept their positions: 48%
- We had to reduce their hours / pay: 26%
- Less than 5%: 0%
- 5 – 15%: 11%
- 15 – 30%: 4%
- 30 – 50%: 4%
- More than 50%: 7%
Analysis by company size

Support needed for the upcoming 3 months

Companies with annual turnover ≤ $10,000

- Technical / operational support: 37% (low), 24% (medium), 9% (high)
- Business operations continuity: 34% (low), 7% (medium), 19% (high)
- Assistance with assessing COVID-19 relief funds: 59% (low), 34% (medium), 8% (high)
- Restructuring debt: 65% (low), 31% (medium), 4% (high)
- Bridging loans: 54% (low), 29% (medium), 17% (high)
- Concessional loans: 41% (low), 24% (medium), 24% (high)
- Grant funding (covid-19 relief to cover e.g. operational costs): 39% (low), 39% (medium), 13% (high)
- New equity / new debt: 3% (low), 44% (medium), 65% (high)

Annual turnover ≥ $5,000,000

- Technical / operational support: 48% (low), 44% (medium), 19% (high)
- Business operations continuity: 44% (low), 37% (medium), 22% (high)
- Assistance with assessing COVID-19 relief funds: 44% (low), 33% (medium), 23% (high)
- Restructuring debt: 52% (low), 30% (medium), 22% (high)
- Bridging loans: 44% (low), 30% (medium), 48% (high)
- Concessional loans: 48% (low), 30% (medium), 30% (high)
- Grant funding (covid-19 relief to cover e.g. operational costs): 37% (low), 37% (medium), 26% (high)
- New equity / new debt: 4% (low), 44% (medium), 44% (high)

Endev
### Analysis by company size

**Access to Technical Assistance**

<table>
<thead>
<tr>
<th>Companies with annual turnover ≤ $10,000</th>
<th>Annual turnover ≥ $5,000,000</th>
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</thead>
<tbody>
<tr>
<td>Yes, it fully met our needs</td>
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<tr>
<td>Yes, but it only partly met our needs</td>
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<tr>
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</tr>
<tr>
<td>No, we tried but were not able to access</td>
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</tr>
<tr>
<td>No, but we did not seek it</td>
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</tr>
</tbody>
</table>
Analysis by company type
Analysis by company type

Impact of COVID-19 on business activities

Impacts were positive | No disruption – We are operating our business as usual | Moderate – We were able to stabilize on a lower level than before COVID-19 | Significant – We are experiencing harshly reduced activity | Severe – We had to move into hibernation-mode | Disastrous – We had to cease our operations permanently

- Distributor
- Manufacturer
- Installer
- Vertically Integrated

1% 1% 2%
1% 12% 15%
2% 17% 23% 15%
30%
38% 42% 46% 45%
43%
20% 19% 18%
2% 4% 2%
Analysis by company type

Sales volume (March – May 2020) compared to last year
Analysis by company type

Collection rate for PayGo / credit and Mini-Grid operators

<table>
<thead>
<tr>
<th></th>
<th>Distributor</th>
<th>Installer</th>
<th>Vertically Integrated</th>
<th>Mini-grid operator or developer</th>
</tr>
</thead>
<tbody>
<tr>
<td>+75 %</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
<td>3%</td>
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<td>+50 and</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
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<tr>
<td>+25 and</td>
<td>8%</td>
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<td>11%</td>
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<td>+25 %</td>
<td>8%</td>
<td>9%</td>
<td>12%</td>
<td>15%</td>
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<tr>
<td>-75 %</td>
<td>22%</td>
<td>15%</td>
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<td>15%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>30%</td>
<td>30%</td>
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<td>30%</td>
</tr>
</tbody>
</table>

Variation:
- +75 %
- +50 and +25 %
- +25 and +5 %
- +/-5 %
- -5 and -25 %
- -25 and -50 %
- -50 and -75 %
- -75 %
- Prefer not to answer

Distributor, Installer, Vertically Integrated, Mini-grid operator or developer
### Analysis by company type

#### Overall financial impact by COVID-19

<table>
<thead>
<tr>
<th>Duration</th>
<th>Distributor</th>
<th>Manufacturer</th>
<th>Installer</th>
<th>Vertically Integrated</th>
</tr>
</thead>
<tbody>
<tr>
<td>We can survive another 6-9 months</td>
<td>9%</td>
<td>16%</td>
<td>24%</td>
<td>22%</td>
</tr>
<tr>
<td>We can survive another 3-5 months</td>
<td>27%</td>
<td>26%</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>We can survive another 1-2 months</td>
<td>46%</td>
<td>47%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>We can no longer sustain our business</td>
<td>18%</td>
<td>11%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>We closed the business already*</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: *We closed the business already* includes companies that have closed their business due to the impact of COVID-19.
Analysis by company type

Staff situation – compared to February

- All staff kept their positions
  - Distributor: 34%
  - Manufacturer: 29%
  - Installer: 26%
  - Vertically Integrated: 23%

- We had to reduce their hours / pay
  - Less than 5%
    - Distributor: 14%
    - Manufacturer: 6%
    - Installer: 8%
    - Vertically Integrated: 6%
  - 5 – 15%
    - Distributor: 13%
    - Manufacturer: 8%
    - Installer: 7%
    - Vertically Integrated: 4%
  - 15 – 30%
    - Distributor: 12%
    - Manufacturer: 5%
    - Installer: 6%
    - Vertically Integrated: 7%
  - 30 – 50%
    - Distributor: 18%
    - Manufacturer: 15%
    - Installer: 12%
    - Vertically Integrated: 14%
  - More than 50%
    - Distributor: 15%
    - Manufacturer: 12%
    - Installer: 14%
    - Vertically Integrated: 8%
# Analysis by company type

## Support needed (high priority) for the upcoming 3 months

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Distributor</th>
<th>Manufacturer</th>
<th>Installer</th>
<th>Vertically Integrated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical / operational support</td>
<td>14%</td>
<td>19%</td>
<td>6%</td>
<td>12%</td>
</tr>
<tr>
<td>Business operations continuity</td>
<td>52%</td>
<td>48%</td>
<td>46%</td>
<td>48%</td>
</tr>
<tr>
<td>Assistance with assessing COVID-19 relief funds</td>
<td>65%</td>
<td>60%</td>
<td>58%</td>
<td>53%</td>
</tr>
<tr>
<td>Restructuring debt</td>
<td>32%</td>
<td>13%</td>
<td>25%</td>
<td>16%</td>
</tr>
<tr>
<td>Bridging loans</td>
<td>56%</td>
<td>33%</td>
<td>40%</td>
<td>26%</td>
</tr>
<tr>
<td>Concessional loans</td>
<td>50%</td>
<td>27%</td>
<td>33%</td>
<td>21%</td>
</tr>
<tr>
<td>Grant funding (COVID-19 relief to cover e.g. operational costs)</td>
<td>86%</td>
<td>73%</td>
<td>74%</td>
<td>70%</td>
</tr>
<tr>
<td>New equity / new debt</td>
<td>30%</td>
<td>10%</td>
<td>29%</td>
<td>27%</td>
</tr>
</tbody>
</table>
Analysis by company type

Access to Technical Assistance

- Yes, it fully met our needs: Distributor 4%, Manufacturer 11%, Installer 4%, Vertically Integrated 3%
- Yes, but it only partly met our needs: Distributor 17%, Manufacturer 10%, Installer 7%, Vertically Integrated 18%
- Not yet, but it is in the pipeline: Distributor 4%, Manufacturer 7%, Installer 4%, Vertically Integrated 7%
- No, we tried but were not able to access: Distributor 33%, Manufacturer 13%, Installer 18%, Vertically Integrated 18%
- No, but we did not seek it: Distributor 62%, Manufacturer 65%, Installer 57%
Analysis by market segment
Analysis by market segment

**Impact of COVID-19 on business activities**

### Improved / Clean cookstoves and fuels

- **Impacts were positive**: 1%
- **No disruption – business as usual**: 2%
- **Moderate – we stabilized on a lower level than before COVID-19**: 22%
- **Significant – harshly reduced activity**: 42%
- **Severe – hibernation-mode**: 31%
- **Disastrous – ceased our operations permanently**: 2%

### Solar Home Systems

- **Impacts were positive**: 0%
- **No disruption – business as usual**: 2%
- **Moderate – we stabilized on a lower level than before COVID-19**: 22%
- **Significant – harshly reduced activity**: 46%
- **Severe – hibernation-mode**: 28%
- **Disastrous – ceased our operations permanently**: 2%

### Mini-Grid

- **Impacts were positive**: 0%
- **No disruption – business as usual**: 9%
- **Moderate – we stabilized on a lower level than before COVID-19**: 36%
- **Significant – harshly reduced activity**: 27%
- **Severe – hibernation-mode**: 29%
- **Disastrous – ceased our operations permanently**: 0%

### Appliances / Productive use

- **Impacts were positive**: 5%
- **No disruption – We are operating our business as usual**: 0%
- **Moderate – We were able to stabilize on a lower level than before COVID-19**: 36%
- **Significant – We are experiencing harshly reduced activity**: 41%
- **Severe – We had to move into hibernation-mode**: 18%
- **Disastrous – We had to cease our operations permanently**: 0%
Analysis by market segment

Sales volume (March – May 2020) compared to last year

**Improved / Clean cookstoves and fuels**

- Improved / Clean cookstoves and fuels
  - 0%: 3%
  - +50 and +75%: 1%
  - +25 and +50%: 0%
  - +5 and +25%: 7%
  - +5% variation: 19%
  - -5 and -25%: 24%
  - -25 and -50%: 28%
  - -50 and -75%: 19%

**Solar Home Systems**

- Solar Home Systems
  - +75%: 3%
  - +50 and +75%: 1%
  - +25 and +50%: 2%
  - +5 and +25%: 2%
  - -5 and -25%: 6%
  - -25 and -50%: 12%
  - -50 and -75%: 25%
  - -75%: 22%

**Mini-Grid**

- Mini-Grid
  - +75%: 11%
  - +50 and +75%: 2%
  - +25 and +50%: 7%
  - +5 and +25%: 5%
  - -5 and -25%: 18%
  - -25 and -50%: 20%
  - -50 and -75%: 18%
  - -75%: 16%

**Appliances / Productive use**

- Appliances / Productive use
  - +75%: 5%
  - +50 and +75%: 0%
  - +25 and +50%: 0%
  - +5 and +25%: 9%
  - -5 and -25%: 9%
  - -25 and -50%: 27%
  - -50 and -75%: 45%
  - -75%: 5%
## Analysis by market segment

### Collection rate for PayGo / credit and Mini-Grid operators

<table>
<thead>
<tr>
<th>Improved / Clean cookstoves and fuels</th>
<th>Solar Home Systems</th>
<th>Appliances / Productive use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mini-Grid</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+75 %</td>
<td>+75 %</td>
<td>+75 %</td>
</tr>
<tr>
<td>+50 and +75 %</td>
<td>+50 and +75 %</td>
<td>+50 and +75 %</td>
</tr>
<tr>
<td>+25 and +50 %</td>
<td>+25 and +50 %</td>
<td>+25 and +50 %</td>
</tr>
<tr>
<td>+5 % and +25 %</td>
<td>+5 % and +25 %</td>
<td>+5 % and +25 %</td>
</tr>
<tr>
<td>-5 % and +5 % variation</td>
<td>-5 % and +25 %</td>
<td>-5 % and +25 %</td>
</tr>
<tr>
<td>-25 % and -50 %</td>
<td>-25 % and -50 %</td>
<td>-25 % and -50 %</td>
</tr>
<tr>
<td>-50 and -75 %</td>
<td>-50 and -75 %</td>
<td>-50 and -75 %</td>
</tr>
<tr>
<td>-75 %</td>
<td>-75 %</td>
<td>-75 %</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>Prefer not to answer</td>
<td>Prefer not to answer</td>
</tr>
<tr>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>18%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>14%</td>
<td>14%</td>
<td>22%</td>
</tr>
<tr>
<td>14%</td>
<td>14%</td>
<td>22%</td>
</tr>
<tr>
<td>8%</td>
<td>22%</td>
<td>44%</td>
</tr>
<tr>
<td>22%</td>
<td>9%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Note:** The percentages represent the collection rate for each category.
Analysis by market segment

Overall financial impact by COVID-19

- Improved / Clean cookstoves and fuels
  - We can survive another 6-9 months: 7%
  - We can survive another 3-5 months: 21%
  - We can survive another 1-2 months: 50%
  - We can no longer sustain our business: 21%
  - We closed the business already*: 1%

- Solar Home Systems
  - We can survive another 6-9 months: 13%
  - We can survive another 3-5 months: 33%
  - We can survive another 1-2 months: 41%
  - We can no longer sustain our business: 14%
  - We closed the business already*: 1%

- Mini-Grid
  - We can survive another 6-9 months: 20%
  - We can survive another 3-5 months: 38%
  - We can survive another 1-2 months: 29%
  - We can no longer sustain our business: 13%
  - We closed the business already*: 0%

- Appliances / Productive use
  - We can survive another 6-9 months: 32%
  - We can survive another 3-5 months: 27%
  - We can survive another 1-2 months: 41%
  - We can no longer sustain our business: 0%
  - We closed the business already*: 0%
Analysis by market segment

Staff situation – compared to February

### Improved / Clean cookstoves and fuels

- **All staff kept their positions**: 17% (February), 17% (Current)
- **We had to reduce their hours/pay**: 9% (February), 10% (Current)
- **Less than 5%**: 12% (February), 19% (Current)
- **15 – 30%**: 16% (February), 16% (Current)

### Solar Home Systems

- **All staff kept their positions**: 41% (February), 15% (Current)
- **We had to reduce their hours/pay**: 13% (February), 9% (Current)
- **Less than 5%**: 9% (February), 6% (Current)
- **5 – 15%**: 8% (February), 8% (Current)

### Mini-Grid

- **All staff kept their positions**: 51% (February), 16% (Current)
- **We had to reduce their hours/pay**: 9% (February), 7% (Current)
- **Less than 5%**: 7% (February), 9% (Current)
- **15 – 30%**: 9% (February), 2% (Current)

### Appliances / Productive use

- **All staff kept their positions**: 41% (February), 27% (Current)
- **We had to reduce their hours/pay**: 15% (February), 5% (Current)
- **Less than 5%**: 14% (February), 9% (Current)
- **15 – 30%**: 14% (February), 9% (Current)
Analysis by market segment
Support needed for the upcoming 3 months

**Improved / Clean cookstoves and fuels**

**Solar Home Systems**

**Mini-Grid**

**Appliances / productive use**
### Analysis by market segment

**Access to Technical Assistance**

#### Improved / Clean cookstoves and fuels

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes, it fully met our needs</th>
<th>Yes, but it only partly met our needs</th>
<th>Not yet, but it is in the pipeline</th>
<th>No, we tried but were not able to access</th>
<th>No, but we did not seek it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved / Clean cookstoves</td>
<td>7%</td>
<td>11%</td>
<td>2%</td>
<td>25%</td>
<td>55%</td>
</tr>
<tr>
<td>fuels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Solar Home Systems

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes, it fully met our needs</th>
<th>Yes, but it only partly met our needs</th>
<th>Not yet, but it is in the pipeline</th>
<th>No, we tried but were not able to access</th>
<th>No, but we did not seek it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar Home Systems</td>
<td>3%</td>
<td>14%</td>
<td>9%</td>
<td>30%</td>
<td>43%</td>
</tr>
</tbody>
</table>

#### Mini-Grid

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes, it fully met our needs</th>
<th>Yes, but it only partly met our needs</th>
<th>Not yet, but it is in the pipeline</th>
<th>No, we tried but were not able to access</th>
<th>No, but we did not seek it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini-Grid</td>
<td>4%</td>
<td>11%</td>
<td>11%</td>
<td>16%</td>
<td>55%</td>
</tr>
</tbody>
</table>

#### Appliances / Productive use

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes, it fully met our needs</th>
<th>Yes, but it only partly met our needs</th>
<th>Not yet, but it is in the pipeline</th>
<th>No, we tried but were not able to access</th>
<th>No, but we did not seek it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances / Productive use</td>
<td>9%</td>
<td>32%</td>
<td>5%</td>
<td>5%</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Analysis by region
Analysis by region

Impact of COVID-19 on business activities

Impacts were positive
No disruption – We are operating our business as usual
Moderate – We were able to stabilize on a lower level than before COVID-19
Significant – We are experiencing harshly reduced activity
Severe – We had to move into hibernation-mode
Disastrous – We had to cease our operations permanently

Asia & Asia-Pacific  West Africa  East Africa  Latin America & the Caribbean
Analysis by region
*Sales volume (March – May 2020) compared to last year*
## Analysis by region

**Collection rate for PayGo / credit and Mini-Grid operators**

<table>
<thead>
<tr>
<th>Region</th>
<th>+75%</th>
<th>+50% and +75%</th>
<th>+25% and +50%</th>
<th>+5% and +25%</th>
<th>+/-5% variation</th>
<th>-5% and -25%</th>
<th>-25% and -50%</th>
<th>-50% and -75%</th>
<th>-75%</th>
<th>Prefer not to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Asia &amp; Asia-Pacific</strong></td>
<td>6%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
<td>8%</td>
<td>8%</td>
<td>25%</td>
<td>16%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>West Africa</strong></td>
<td></td>
<td>4%</td>
<td>4%</td>
<td>5%</td>
<td>24%</td>
<td>24%</td>
<td>24%</td>
<td>19%</td>
<td>19%</td>
<td>20%</td>
</tr>
<tr>
<td><strong>East Africa</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>24%</td>
<td>19%</td>
<td>18%</td>
<td>8%</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td><strong>Latin America &amp; the Caribbean</strong></td>
<td>8%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
<td>24%</td>
<td>17%</td>
<td>19%</td>
<td>11%</td>
<td>17%</td>
<td>11%</td>
</tr>
</tbody>
</table>

*Prefer not to answer*
Analysis by region

Overall financial impact by COVID-19 – East Africa affected

We can survive another 6-9 months
- Asia & Asia-Pacific: 12%
- West Africa: 9%
- East Africa: 10%
- Latin America & the Caribbean: 20%

We can survive another 3-5 months
- Asia & Asia-Pacific: 27%
- West Africa: 25%
- East Africa: 27%
- Latin America & the Caribbean: 39%

We can survive another 1-2 months
- Asia & Asia-Pacific: 32%
- West Africa: 39%
- East Africa: 33%
- Latin America & the Caribbean: 50%

We can no longer sustain our business
- Asia & Asia-Pacific: 15%
- West Africa: 14%
- East Africa: 16%
- Latin America & the Caribbean: 5%

We closed the business already*
- Asia & Asia-Pacific: 1%
- West Africa: 1%
- East Africa: 1%
- Latin America & the Caribbean: 1%

*Note: The percentages do not add up to 100% due to rounding.
Analysis by region

Staff situation – compared to February

- **All staff kept their positions**: 45%
- **We had to reduce their hours / pay**: 31%
  - **Less than 5 %**: 26%
  - **5 – 15 %**: 18%
  - **15 – 30 %**: 13%
  - **30 – 50 %**: 10%
  - **More than 50 %**: 7%

- **Asia & Asia-Pacific**:
  - All staff kept their positions: 45%
  - We had to reduce their hours / pay: 28%
- **West Africa**:
  - All staff kept their positions: 31%
  - We had to reduce their hours / pay: 24%
- **East Africa**:
  - All staff kept their positions: 26%
  - We had to reduce their hours / pay: 18%
- **Latin America & the Caribbean**:
  - All staff kept their positions: 33%
  - We had to reduce their hours / pay: 13%
Analysis by region

Support needed (high priority) for the upcoming 3 months

- Technical / operational support
- Business operations continuity
- Assistance with assessing COVID-19 relief funds
- Restructuring debt
- Bridging loans
- Concessional loans
- Grant funding (covid-19 relief to cover e.g. operational costs)
- New equity / new debt

Regions:
- Asia & Asia-Pacific
- West Africa
- East Africa
- Latin America & the Caribbean
Analysis by region

Access to Technical Assistance

<table>
<thead>
<tr>
<th>Region</th>
<th>Yes, it fully met our needs</th>
<th>Yes, but it only partly met our needs</th>
<th>Not yet, but it is in the pipeline</th>
<th>No, we tried but were not able to access</th>
<th>No, but we did not seek it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia &amp; Asia-Pacific</td>
<td>12%</td>
<td>20%</td>
<td>4%</td>
<td>22%</td>
<td>41%</td>
</tr>
<tr>
<td>West Africa</td>
<td>8%</td>
<td>18%</td>
<td>5%</td>
<td>16%</td>
<td>41%</td>
</tr>
<tr>
<td>East Africa</td>
<td>5%</td>
<td>10%</td>
<td>4%</td>
<td>5%</td>
<td>14%</td>
</tr>
<tr>
<td>Latin America &amp; the Caribbean</td>
<td>10%</td>
<td>19%</td>
<td>10%</td>
<td>10%</td>
<td>48%</td>
</tr>
</tbody>
</table>

Yes, it fully met our needs
Yes, but it only partly met our needs
Not yet, but it is in the pipeline
No, we tried but were not able to access
No, but we did not seek it