

# Delivering Value to Customers

Investor-owned electric companies power the lives of nearly 3 in 4 Americans by building critical energy infrastructure, providing reliable energy for customers as affordably as possible, and strengthening U.S. national and economic security.



Serving 3 Out of 4 Americans

Customer affordability always is a priority for investor-owned electric companies, who serve nearly 250 million Americans.



For **every dollar** Americans spend, **only 1.3¢ is for electricity.**

That's compared with 16.7¢ for healthcare, 15.6¢ for housing, and 7.5¢ for groceries.

## Strengthening Energy Infrastructure to Increase Reliability and Lower Costs

As AI and data centers, increased industrialization and the reshoring of manufacturing activity, and the broader electrification of the economy push electricity demand higher, EEL member companies are building new critical energy infrastructure to power the economy, creating new jobs and economic development opportunities across the country.

- We are investing **more than \$1.1 trillion** between 2025 and 2029 so that American families and businesses have the electricity they need to power their daily lives.
- These investments will support the construction of more energy- and cost-efficient infrastructure while driving down the costs of transmission congestion for independent system operators.
- As the economy electrifies and more electrons flow through the grid, capital expenditures will be distributed across a larger base, driving down costs for everyone.



EEL member companies have developed **innovative financial tools and relief programs** to support customers in need.

## Developing Innovative Solutions and Providing Direct Assistance

Our members are helping customers arrange payment plans, receive financial assistance, and connect with state and federal resources to help pay their energy bills.

Some are supporting customers through one-time bill assistance contributions, including dollar-for-dollar matching programs to help eligible customers pay past-due bills. Others are issuing temporary disconnection moratoriums for qualified customers or waiving reconnection fees.

Many companies partner with local nonprofit agencies to strategically target and distribute financial assistance to customers who need it most, including the Salvation Army, United Way, and others. All of our members are raising awareness of existing federal, state, and company-specific resources to help customers understand eligibility requirements and determine where they may be able to receive assistance.

While electricity costs have largely tracked with inflation, we recognize the financial hardships many customers are facing. That is why we are working around the clock to manage costs, protect customers, and invest in the communities that our members proudly serve.

## Supporting LIHEAP

Millions of American families struggle to afford basic necessities. For these families, the Low Income Home Energy Assistance Program (LIHEAP) is a vital source of aid, helping them pay their energy bills and avoid having to choose between energy and other essentials, like food or medicine.

Each year, electric companies contribute millions of dollars to energy assistance programs for vulnerable customers and provide access to home weatherization programs. Still, the need for LIHEAP remains



critical nationwide. EEI, our member companies, and our industry partners are committed to helping policy-makers recognize just how essential this program is to eligible Americans.

Electricity customers looking for assistance can visit [eei.org/affordability](http://eei.org/affordability) for more information about what local resources may be available in their community, including information about LIHEAP eligibility.

## Driving Energy Efficiency

EEI member companies also are working directly with corporate and residential customers to help them improve their energy efficiency, do more with less electricity, and lower their monthly bills. Many help eligible customers weatherize their homes and make efficiency upgrades to HVAC systems, heat pumps, ducts, and light fixtures.

By investing in advanced digital platforms, deploying smart home energy management applications and easy-to-use smart thermostats, electric companies are creating a more seamless experience for their customers to understand and manage their energy usage.

# We Are the Energy That Powers America



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November 2025