



IFS GLOBAL UTILITY SURVEY 2026: AN EXECUTIVE SNAPSHOT

The **New Shift** in Utility Transformation

Insights from 850 Utility Leaders Across Six Global Markets

Top survey findings

IFS research shows utilities prioritizing grid hardening, storage and Industrial AI to boost reliability, manage demand and control costs while advancing the energy transition.



Grid Resilience and Energy Affordability



#1 operational challenge for utility leaders

Hardening existing grid reliability to build grid resilience against extreme weather events and cyber threats tops operational priorities, identified as the most critical operational challenges facing utility leaders today - leading energy and utilities organizations to re-evaluate existing infrastructure.

Operational silos



71% struggle with operational silos

Utilities generate critical information across multiple, fragmented systems, yet most organizations do not have a fully integrated operational environment. The research establishes a strong relationship between data integration and improved decision-making.

Asset lifecycle management



51% of utilities remain in a developing state for asset lifecycle management, with systems in place but silos limiting predictive capability.

The research evidences that new technology adoption is hindered by foundational data challenges: 49% are constrained by operational data silos that hinder real-time decision-making. Despite heavy investment, most utilities remain in the "developing" stage of asset lifecycle management, with siloed systems and limited predictive capabilities. This maturity gap restricts leaders' ability to connect long-range investment choices with day-to-day asset performance.

Industrial AI

91%

say Industrial AI is critical for meeting the energy transition objectives

Utilities clearly see Industrial AI as critical for energy transition and reducing operational costs. The strongest cited roles include optimizing asset performance, extending asset life and managing electrification-driven demand growth. However, cost, reliability and transparency concerns, AI literacy, legacy systems and proving RoI are all limiting enterprise-scale AI adoption.

Digital transformation

1 in 3

are pursuing a unified, composable enterprise platform spanning core and operational systems

Executives prioritize practical buying criteria, with three top factors: seamless integration with existing systems, built-in AI and predictive analytics, and speed of implementation and time-to-value.

What does this mean for utility executives?

Digital transformation strategies must prioritize measurable operational outcomes, such as grid uptime, customer experience and regulatory compliance, over generic software adoption.

Three decisions for utility leaders to make now

01

Platform

Connect without disruptive replacement

02

AI

Embed it in workflows, measure outcomes

03

Operating model

Own capital-to-asset outcomes

How IFS can help: The future is connected asset intelligence and workforce enablement



Plan



Assets



Work



Crew

The full report

Download the survey report to explore detailed survey findings.

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