Gas Utility Residential Satisfaction at All-Time High Despite Pandemic, J.D. Power Finds

Gas Utility Companies and Employees Seen as First Responders, Helpers

TROY, Mich.: 2 Sept. 2020 — In the face of natural disasters and the COVID-19 pandemic, gas utility companies and their workers function as perceived first responders and helpers, contributing to higher customer satisfaction, according to the J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study,SM released today.

“Natural gas utility companies have put forth enormous effort to assist their customers, especially during this challenging time, by way of proactive communications on topics such as financial assistance to help educate customers,” said Carl Lepper, director of the utility practice at J.D. Power. “The biggest change in satisfaction is seen in brand image, which means the assistance efforts have not gone unnoticed by customers, despite increased use, therefore costs.”

Study Results

• East Large Segment: New Jersey Natural Gas (for sixth consecutive year)
• East Midsize Segment: Elizabethtown Gas (for sixth consecutive year)
• Midwest Large Segment: DTE Energy
• Midwest Midsize Segment: Atmos Energy
• South Large Segment: Oklahoma Natural Gas
• South Midsize Segment: TECO Peoples Gas (for eighth consecutive year)
• West Large Segment: Southwest Gas
• West Midsize Segment: Intermountain Gas Company

See the rank charts for each region at http://www.jdpower.com/pr-id/2020109.

The 2020 Gas Utility Residential Customer Satisfaction Study is based on responses from 60,096 online interviews conducted from September 2019 through July 2020 among residential customers of the 83 largest gas utility brands across the United States, which represent more than 62.9 million households.


J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power is headquartered in Troy, Mich., and has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit JD.Power.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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# # #
Note: Eight charts follow.
Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

East Region: Large Segment

<table>
<thead>
<tr>
<th>Company</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Jersey Natural Gas</td>
<td>784</td>
</tr>
<tr>
<td>UGI</td>
<td>761</td>
</tr>
<tr>
<td>BGE</td>
<td>760</td>
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<td>PSE&amp;G</td>
<td>759</td>
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<tr>
<td>Washington Gas</td>
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<tr>
<td>Peoples</td>
<td>757</td>
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<tr>
<td>PECO</td>
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<tr>
<td>Segment Average</td>
<td>746</td>
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<tr>
<td>Con Edison</td>
<td>744</td>
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<tr>
<td>National Fuel Gas</td>
<td>743</td>
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<td>Philadelphia Gas Works</td>
<td>737</td>
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<tr>
<td>Eversource</td>
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<td>National Grid</td>
<td>728</td>
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</table>

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study℠

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.
Overall Customer Satisfaction Index Ranking

East Region: Midsize Segment

- Elizabethtown Gas: 772
- Columbia Gas of Pennsylvania: 765
- NYSEG: 746
- South Jersey Gas: 745
- Rochester Gas & Electric: 735
- Segment Average: 734
- Connecticut Natural Gas: 726
- Southern Connecticut Gas: 712
- Liberty Utilities: 710
- Columbia Gas of Massachusetts: 661

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study℠

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Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

Midwest Region: Large Segment

- DTE Energy: 774
- Consumers Energy: 773
- MidAmerican Energy: 773
- CenterPoint Energy: 764
- Columbia Gas of Ohio: 760
- Xcel Energy: 757
- Ameren Illinois: 756
- Segment Average: 755
- Nicor Gas: 753
- Black Hills Energy: 751
- Dominion Energy Ohio: 748
- Spire: 748
- Duke Energy: 746
- We Energies: 746
- NIPSCO: 744
- Peoples Gas: 740
- Vectren: 740
- Kansas Gas Service: 739

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study℠

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Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

Midwest Region: Midsize Segment

- Atmos Energy: 775
- Michigan Gas Utilities: 768
- SEMCO Energy Gas Company: 762
- WPS: 757
- Segment Average: 750
- Citizens Energy Group: 748
- Madison Gas & Electric: 747
- Louisville Gas & Electric: 743
- North Shore Gas: 743
- Minnesota Energy Resources: 739
- Alliant Energy: 737
- Metropolitan Utilities District: 724

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction StudySM

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## J.D. Power
### 2020 Gas Utility Residential Customer Satisfaction Study™

#### Overall Customer Satisfaction Index Ranking
*(Based on a 1,000-point scale)*

**South Region: Large Segment**

<table>
<thead>
<tr>
<th>Company</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oklahoma Natural Gas</td>
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<tr>
<td>CenterPoint Energy</td>
<td>781</td>
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<td>Texas Gas Service</td>
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<td>Segment Average</td>
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<tr>
<td>Atmos Energy</td>
<td>775</td>
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<tr>
<td>Spire</td>
<td>773</td>
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<tr>
<td>Piedmont Natural Gas</td>
<td>772</td>
</tr>
<tr>
<td>Dominion Energy</td>
<td>759</td>
</tr>
</tbody>
</table>

*Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study™*

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2020 Gas Utility Residential Customer Satisfaction Study℠

Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

South Region: Midsize Segment

- TECO Peoples Gas 815
- Columbia Gas of Virginia 784
- Virginia Natural Gas 774
- CPS Energy 766
- Segment Average 765
- Black Hills Energy 747
- Mountaineer Gas Company 735
- MLGW 710

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study℠

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2020 Gas Utility Residential Customer Satisfaction Study℠

Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

West Region: Large Segment

- Southwest Gas: 775
- NW Natural: 773
- Southern California Gas Company: 767
- Dominion Energy: 750
- Puget Sound Energy: 747
- Xcel Energy: 747
- Segment Average: 736
- New Mexico Gas Company: 730
- San Diego Gas & Electric: 711
- Pacific Gas and Electric: 668

Source: J.D. Power 2020 Gas Utility Residential Customer Satisfaction Study℠

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Overall Customer Satisfaction Index Ranking
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West Region: Midsize Segment

<table>
<thead>
<tr>
<th>Company</th>
<th>Index</th>
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<tbody>
<tr>
<td>Intermountain Gas Company</td>
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<tr>
<td>Cascade Natural Gas</td>
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<td>NV Energy</td>
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<tr>
<td>Montana-Dakota Utilities</td>
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<tr>
<td>Segment Average</td>
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<td>Long Beach Gas &amp; Oil</td>
<td>745</td>
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<td>Colorado Springs Utilities</td>
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<td>UniSource Energy Services</td>
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<td>Avista</td>
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<td>Black Hills Energy</td>
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<tr>
<td>ENSTAR</td>
<td>732</td>
</tr>
<tr>
<td>NorthWestern Energy</td>
<td>730</td>
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