

**Gas Utility Residential Satisfaction at All-Time High but Decline Looms, J.D. Power Finds**

End of Billing Forgiveness, Natural Gas Price Hikes Set Stage for Lower Satisfaction

**TROY, Mich.: 1 Dec. 2020** — As customer satisfaction with gas utilities reaches an all-time high in 2021, rising natural gas prices and a shift away from billing forgiveness may affect future satisfaction levels, according to the J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study,<sup>SM</sup> released today.

“Residential gas utility providers did a phenomenal job of keeping customers satisfied through the pandemic with increased communication, billing forgiveness programs and conservation tips,” said **Mark Spalinger, director of utilities intelligence at J.D. Power**. “Looking forward to these next 12 months with natural gas prices and customer usage increasing, utilities must continue to help customers manage their monthly usage and provide clear information regarding billing to avoid satisfaction declines.”

**Study Results**

- East Large Segment: **New Jersey Natural Gas** (for a seventh consecutive year)
- East Midsize Segment: **Elizabethtown Gas** (for a seventh consecutive year)
- Midwest Large Segment: **DTE Energy** (for a second consecutive year)
- Midwest Midsize Segment: **WPS**
- South Large Segment: **Texas Gas Service**
- South Midsize Segment: **TECO Peoples Gas** (for a ninth consecutive year)
- West Large Segment: **Southwest Gas** (for a second consecutive year)
- West Midsize Segment: **Intermountain Gas Company** (for a second consecutive year)

The 2021 Gas Utility Residential Customer Satisfaction Study is based on responses from 58793 online interviews conducted from January 2021 through October 2021 among residential customers of the 85 largest gas utility brands across the United States, which represent more than 62.9 million households.

For more information about the Gas Utility Residential Customer Satisfaction Study, visit <https://www.jdpower.com/business/resource/us-gas-utility-residential-customer-satisfaction-study>.

To view the online press release, please visit <http://www.jdpower.com/pr-id/2021167>.

**About J.D. Power**

**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 has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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**About J.D. Power and Advertising/Promotional Rules:** [www.jdpower.com/business/about-us/press-release-info](http://www.jdpower.com/business/about-us/press-release-info)

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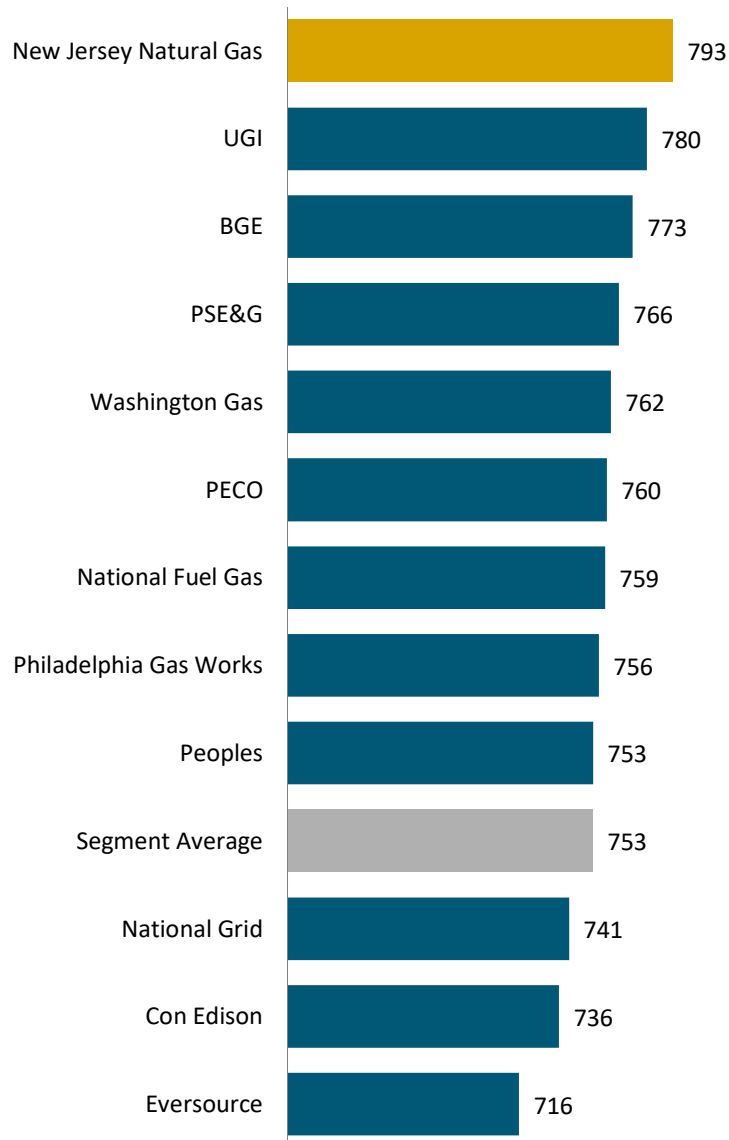
Note: Eight charts follow.

# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### East Region: Large Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

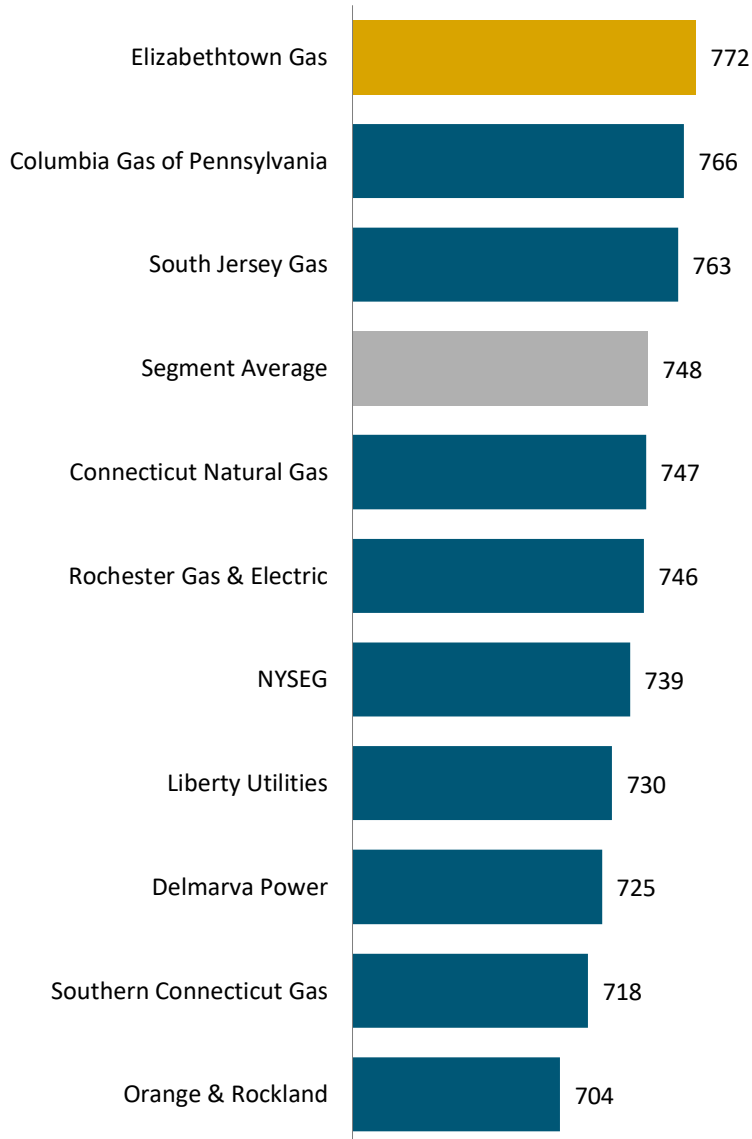
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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.

# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### East Region: Midsize Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

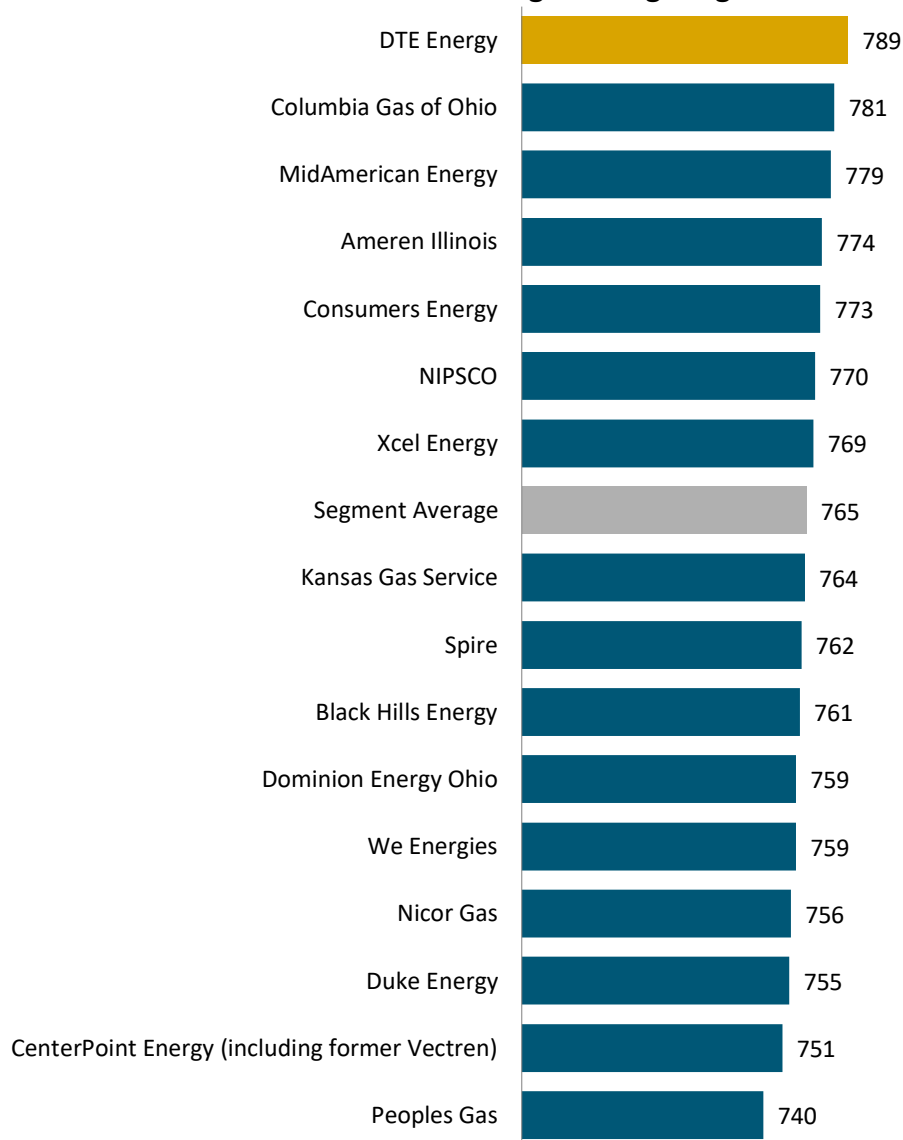
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Midwest Region: Large Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

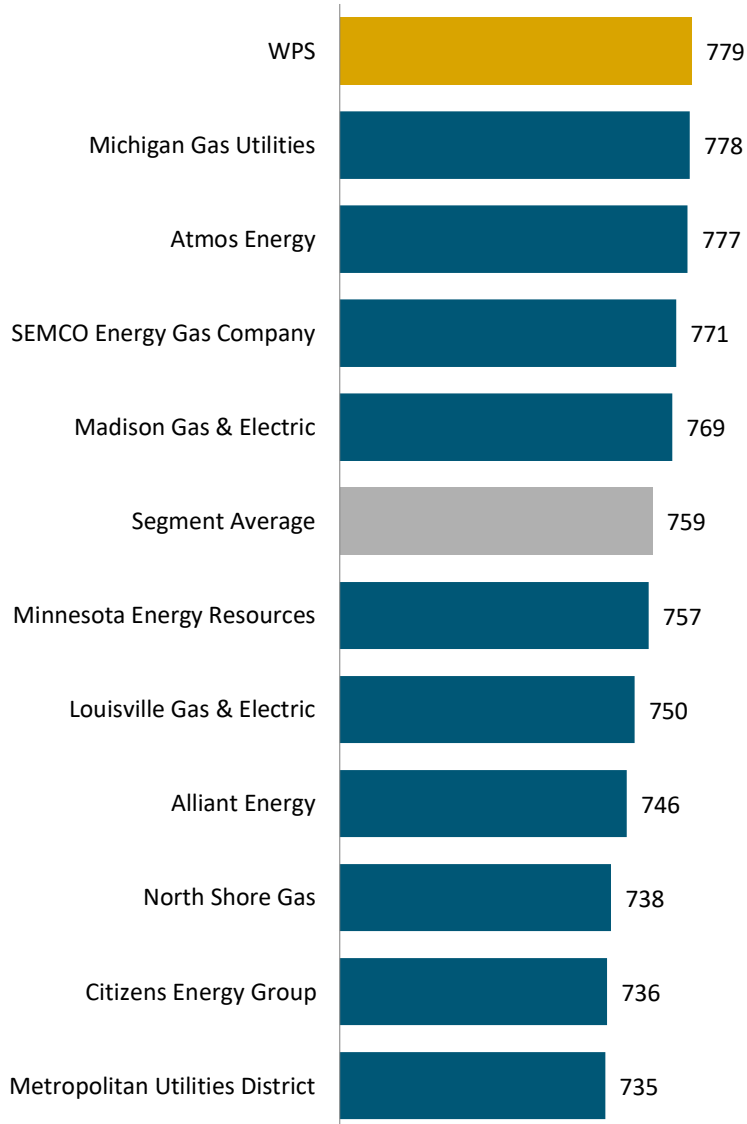
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Midwest Region: Midsize Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

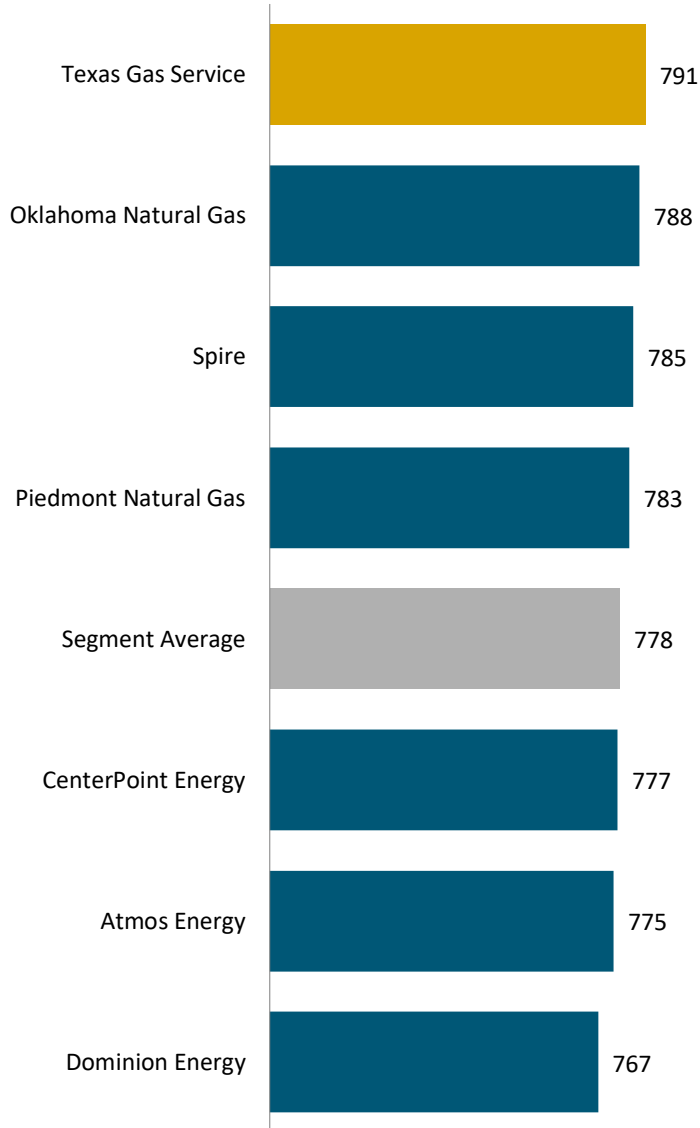
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### South Region: Large Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

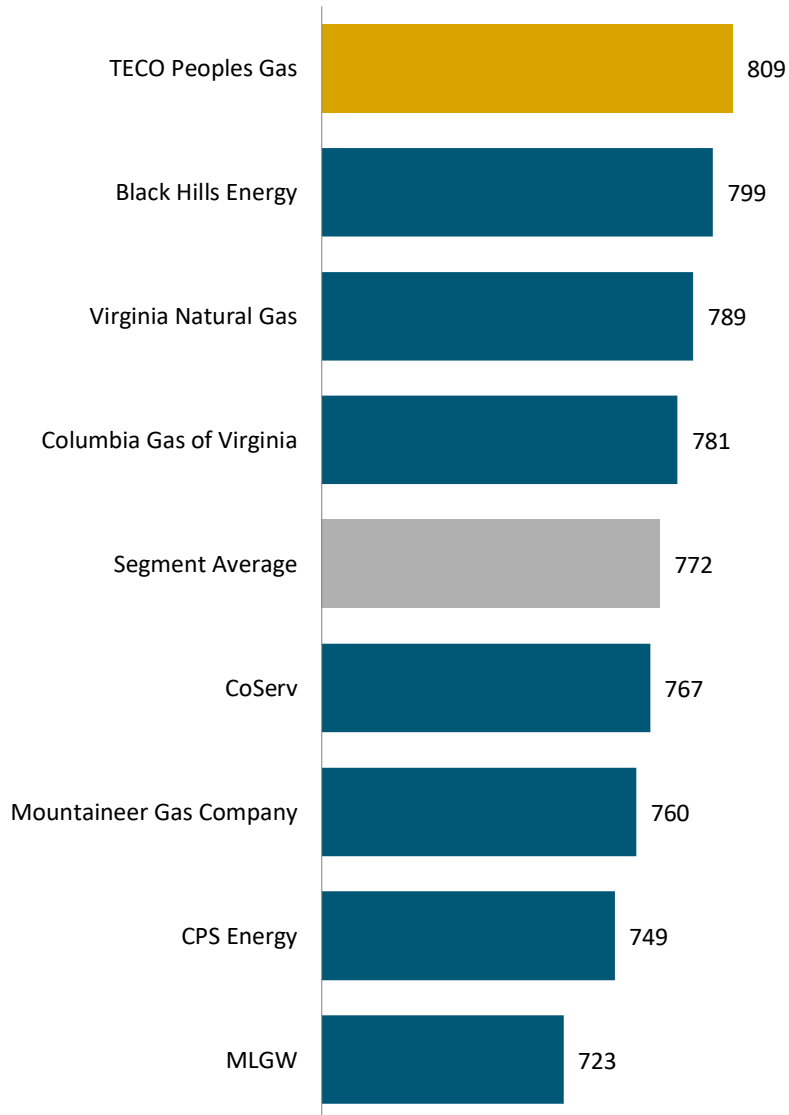
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### South Region: Midsize Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

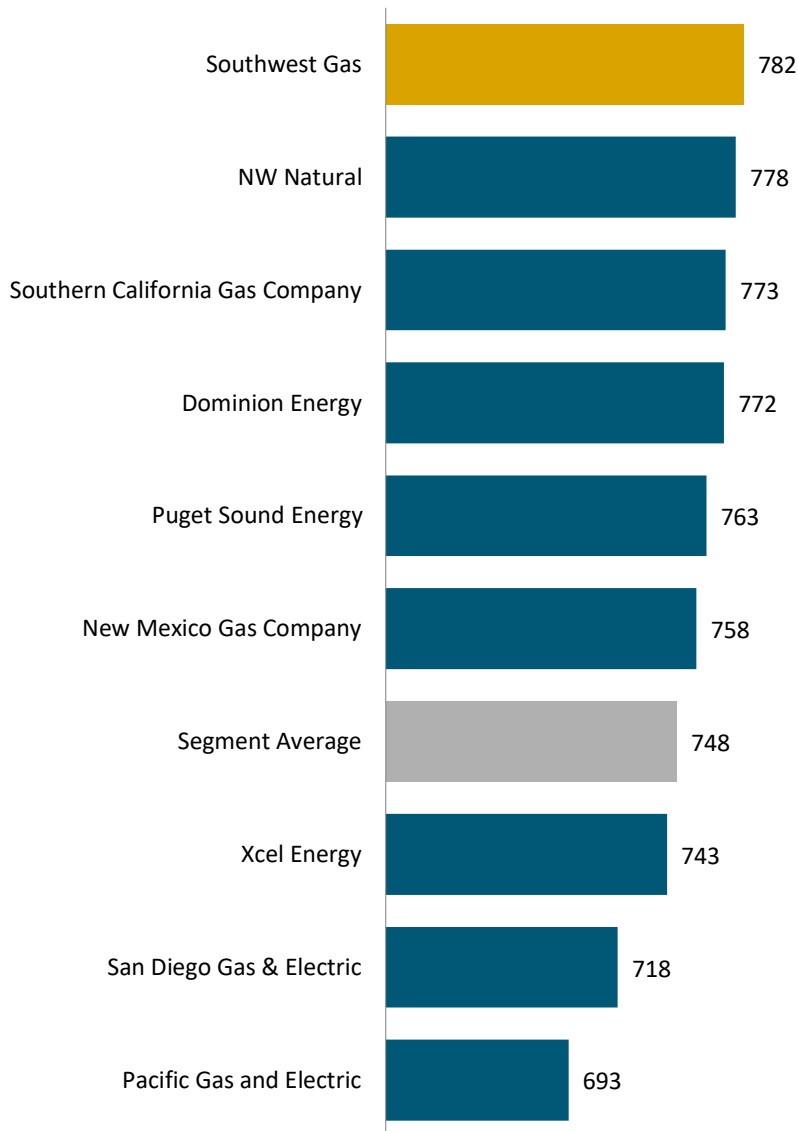
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### West Region: Large Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

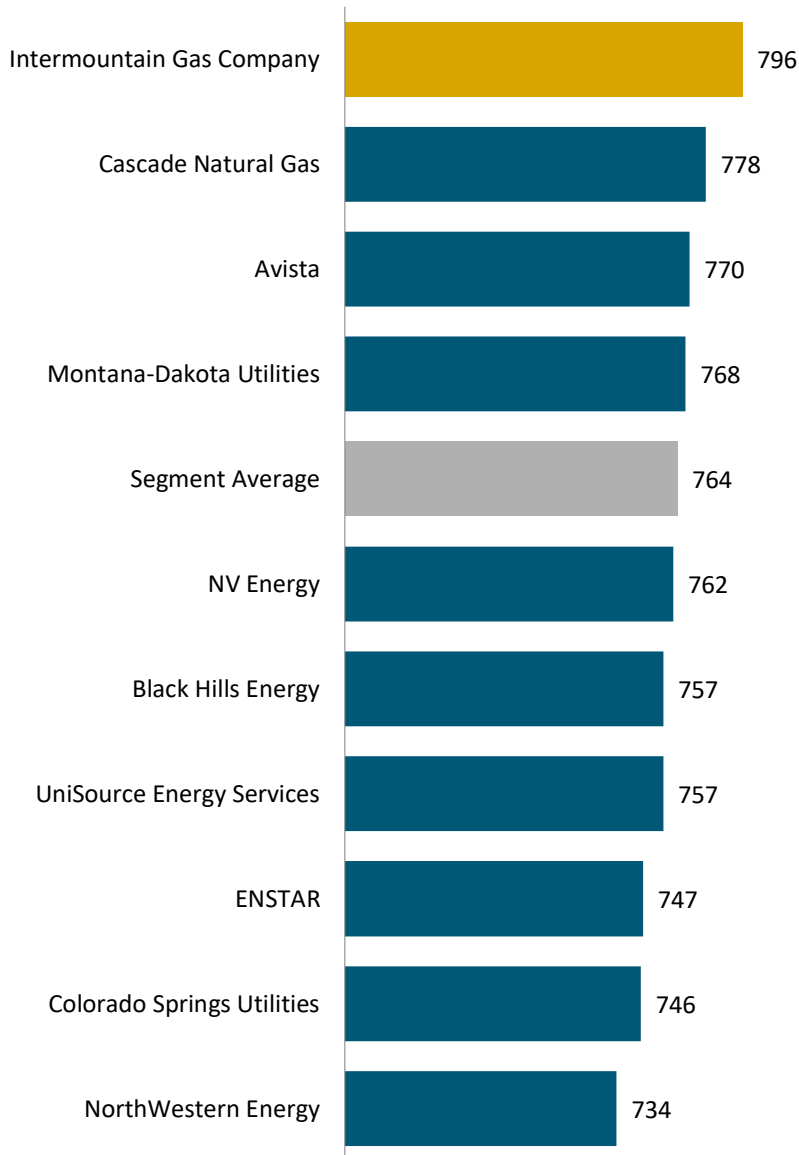
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# J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### West Region: Midsize Segment



Source: J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>

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