

Monthly Residential Electric Utility Bills at Highest Level Ever, J.D. Power Finds

TROY, Mich.: 18 Dec. 2024 — This year, the average monthly residential electric bill reached \$182 nationally, the highest amount ever recorded by J.D. Power—and customers aren't happy. According to the J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction Study,SM released today, overall satisfaction has declined for a fourth consecutive year to 707 (on a 1,000-point scale), with the biggest decline occurring in billing and payment (-11 points) and customer care (-11).

"A notable 39% of study respondents indicated they are worse off financially this year compared with 2023 and, as electric utility costs continue to rise, proactive communication can help mitigate satisfaction declines," said **Mark Spalinger, director of utility intelligence at J.D. Power**. "Outage text alerts, emailing infrastructure updates and proactively communicating ways to save are a few great ways to help ease the effects of rising bills and show customers that their money goes beyond paying for only usage. Additionally, these communication topics tend to generate increased customer satisfaction."

Study Results

The following utilities rank highest in customer satisfaction in their respective region:

- East Large Segment: **PSE&G** (for a third consecutive year)
- East Midsize Segment: **Delmarva Power** (for a third consecutive year) and **Penn Power** in a tie
- Midwest Large Segment: **MidAmerican Energy** (for a third consecutive year)
- Midwest Midsize Segment: **Omaha Public Power District**
- South Large Segment: **Georgia Power** (for a third consecutive year)
- South Midsize Segment: **EPB** (for a ninth consecutive year)
- West Large Segment: **SRP** (for a 23rd consecutive year)
- West Midsize Segment: **Anaheim Public Utilities**
- Cooperatives Segment: **Sawnee EMC**

The 2024 U.S. Electric Utility Residential Customer Satisfaction Study is based on responses from 107,175 online interviews conducted from January through November 2024 among residential customers of the 151 largest electric utility brands in the United States, which represents more than 105 million households.

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

To view the online press release, please visit <http://www.jdpower.com/pr-id/2024165>.

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 55 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

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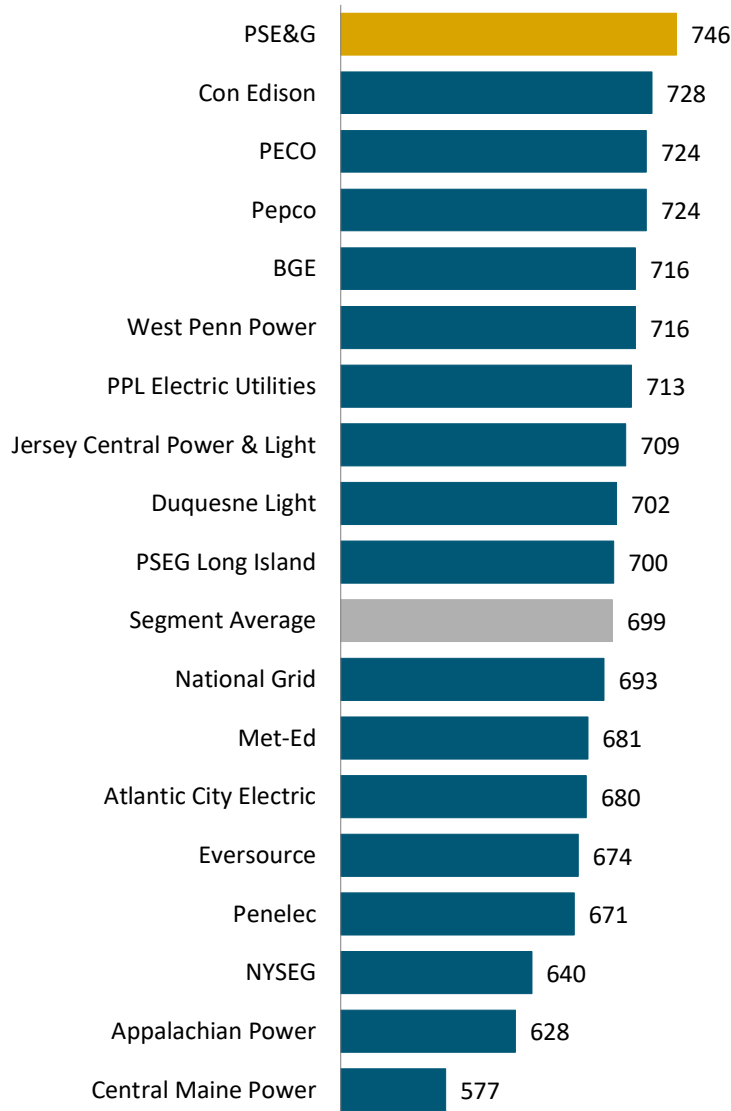
Note: Nine charts follow.

J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

East Region: Large Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

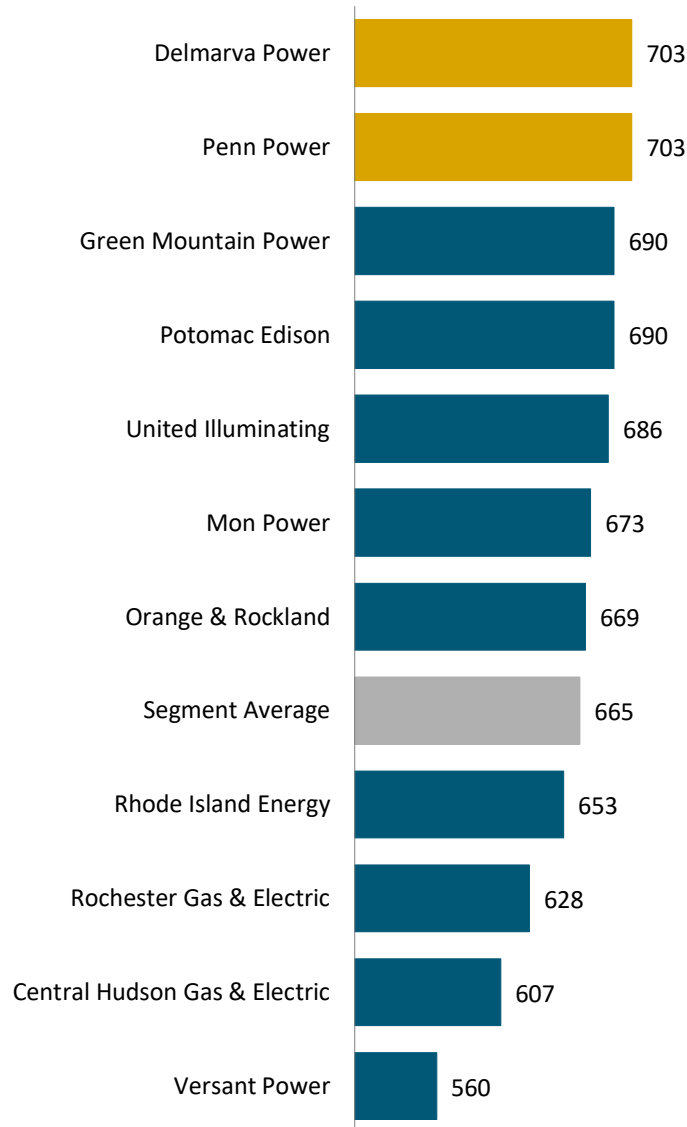
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

East Region: Midsize Segment



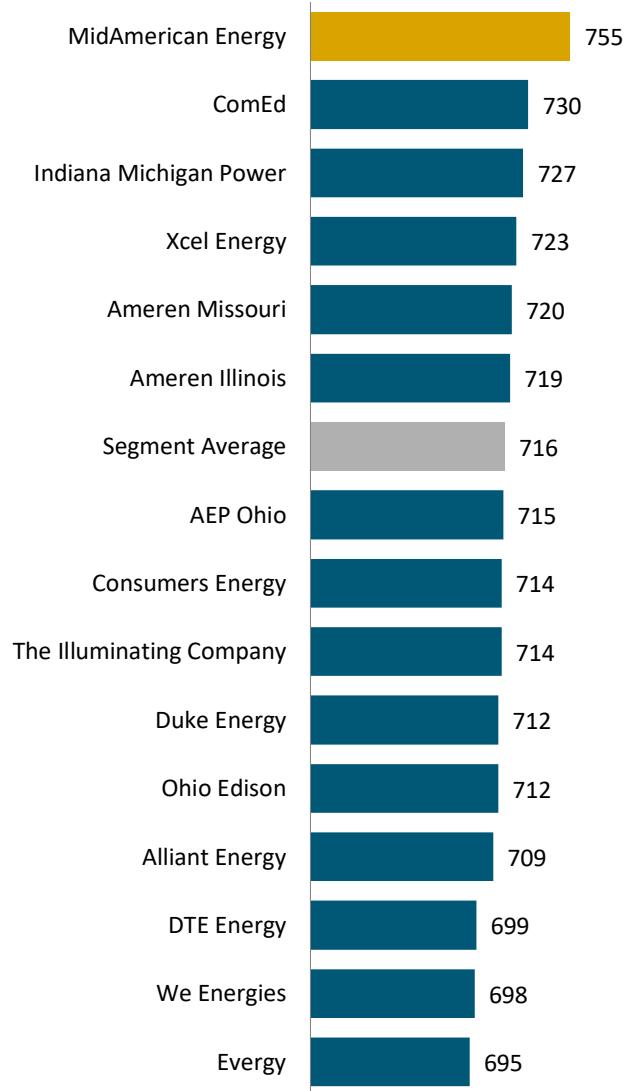
Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

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

Midwest Region: Large Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

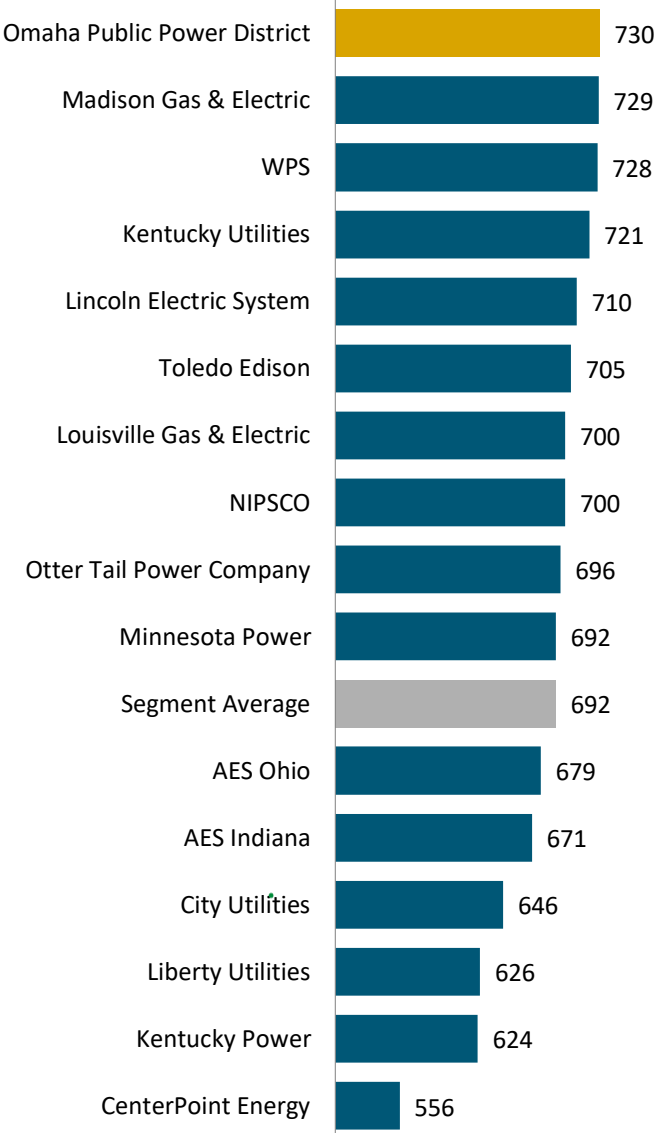
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest Region: Midsize Segment



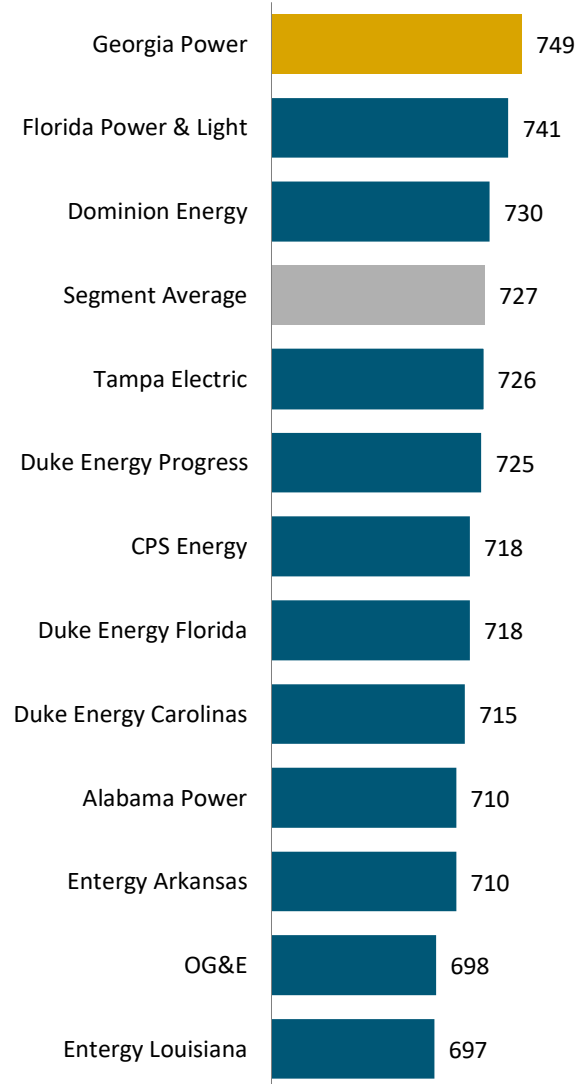
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

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

South Region: Large Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

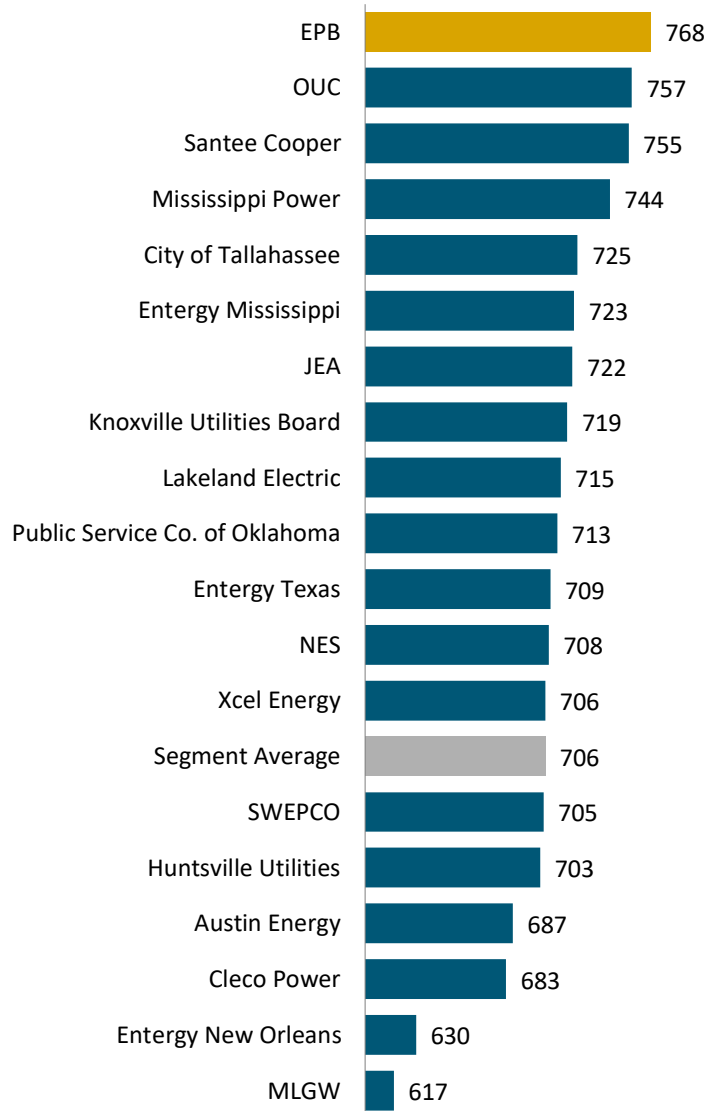
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South Region: Midsize Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

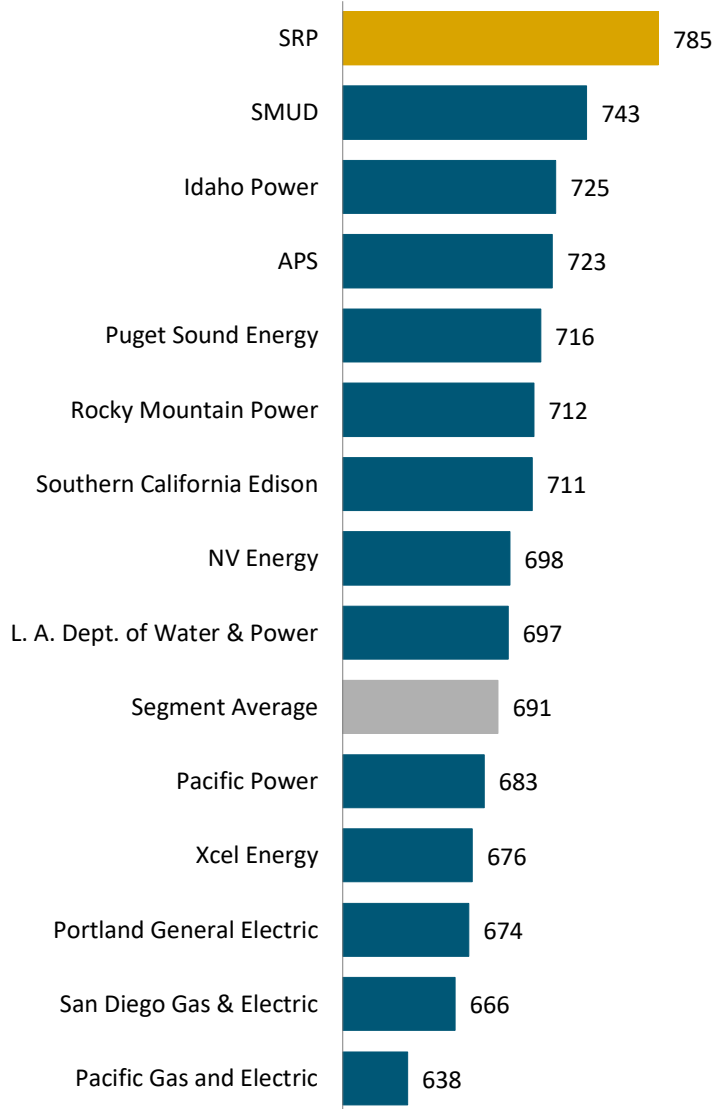
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Large Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

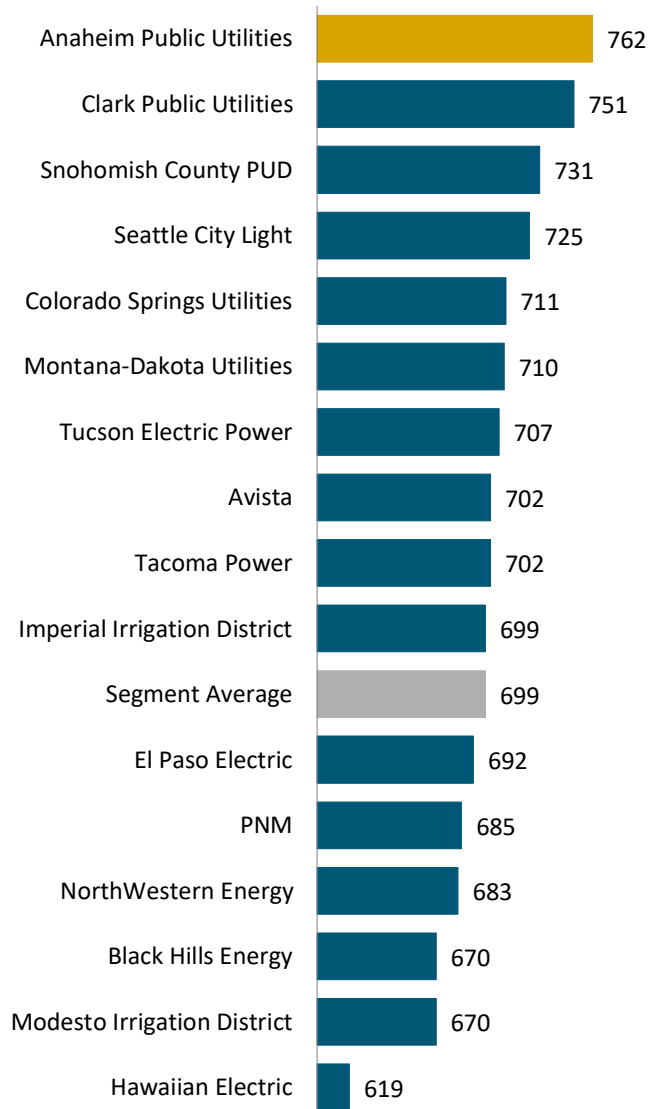
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Midsize Segment



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

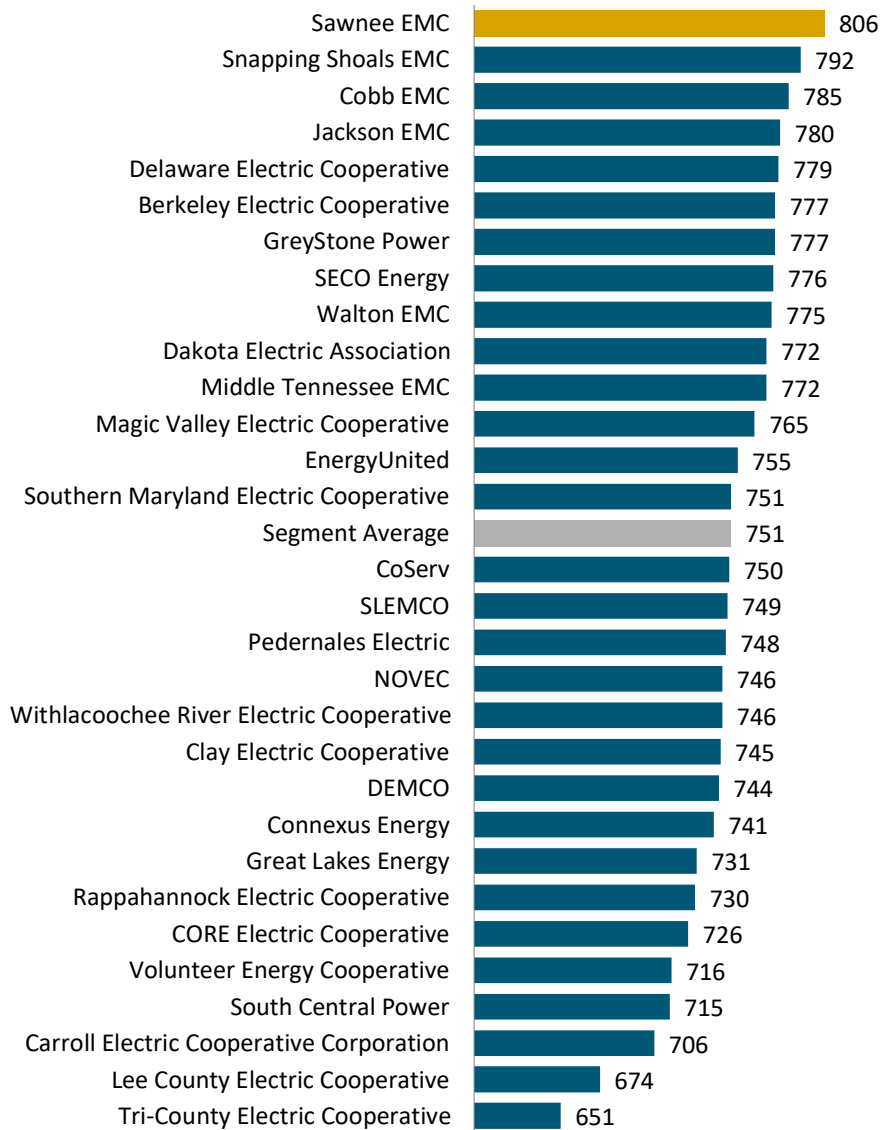
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J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cooperatives



Source: J.D. Power 2024 U.S. Electric Utility Residential Customer Satisfaction StudySM

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