

### Electric Utilities Inch Forward on Sustainability Awareness, Support for Clean Energy Goals, J.D. Power Finds

#### Utilities in West and South Lead the Way in Sustainability Initiatives

**TROY, Mich.: 30 July 2025** — Just when it looked like electric utility efforts to eliminate greenhouse gas emissions, deliver 100% clean energy and support environmental initiatives were falling on deaf ears, it appears customers have started to listen. According to the J.D. Power 2025 Sustainability Index,<sup>SM</sup> released today, a steadily growing number of electric utility customers say they are aware of their provider's carbon reduction, clean energy and environmental initiatives. While utilities still have a long way to go to reach a critical mass, recent increases in customer awareness show that many electric utilities are making significant progress.

"Customer awareness and support for electric utility sustainability efforts is on the rise, and that's important because utilities will need their customers' support if they are ever going to reach their clean energy and climate-related goals," said **Ramah Vaughn, director of utilities intelligence at J.D. Power**. "Sustainability is more than just a buzzword or a marketing gimmick for electric utilities. Delivering on stated sustainability goals is core to the business strategies of these utilities and their efforts seem to be working—customers who are aware of their provider's sustainability efforts report significantly higher satisfaction levels."

Following are some of the key findings of the 2025 index:

- **Incremental increases in awareness and support for sustainability:** Overall, 27% of electric utility customers say they are aware of whether their utility has declared a goal to eliminate greenhouse gas emissions, up from 21% in 2024 and 19% in 2023. The overall Sustainability Index score for electric utilities evaluated in the study—which is based on customers' awareness, engagement and advocacy for their local utility's climate initiatives—is 37 (on a 100-point scale), up 5 points from 2024.
- **Sustainability scores highest in west and south:** On a regional basis, overall sustainability scores are highest in the western and southern United States. On a state-by-state basis, Georgia (41), Michigan (41), Mississippi (41), California (40) and Florida (40) have the highest overall sustainability scores.
- **Utilities with high awareness of their sustainability efforts score higher in customer satisfaction:** Overall customer satisfaction is 296 points higher on average among customers who say their provider is doing more than other businesses on environmental issues.

Following is the list of all electric utility companies and cities that were evaluated, in alphabetical order:

AEP  
Alliant Energy  
Ameren  
Avangrid  
Berkshire Hathaway Energy  
CMS Energy  
Con Edison  
CPS Energy  
Dominion  
DTE Energy  
Duke Energy  
Duquesne Light  
Edison International  
Emera  
Entergy  
Eversource  
Exelon  
FirstEnergy  
L.A. Dept. of Water & Power  
National Grid  
NextEra Energy  
OGE Energy Corp.  
Pacific Gas and Electric  
Pinnacle West  
Portland General Electric  
PPL Corporation  
PSE&G  
Puget Energy  
Sacramento Municipal Utility District  
Salt River Project  
Sempra Energy

The Sustainability Index evaluates electric utility customers' awareness, support, engagement and advocacy for their local utility's climate sustainability programs and goals. The index applies to the 35 largest U.S. electric utility companies and cities that each serve 500,000 or more residential customers. The 2025 index is based on responses from 113,006 business and residential electric utility customers and was fielded from May 2024 through May 2025.

For more information about the J.D. Power Sustainability Index, visit <https://www.jdpower.com/business/sustainability-certification-program>.

See the online press release at <http://www.jdpower.com/pr-id/2025081>.

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