

Record High Bill Amounts Undercut Gas Utility Residential Customer Satisfaction, J.D. Power FindsCost and Energy-Saving Communication Recall Declines

TROY, Mich.: 3 Dec. 2025 — Record-high average monthly residential gas utility bills (\$122) are negatively impacting overall customer satisfaction according to the J.D. Power 2025 U.S. Gas Utility Residential Customer Satisfaction Study,SM released today. Customer satisfaction with cost is 115 index points (on a 1,000-point scale) lower than the overall customer satisfaction index. Compared to 2024, fewer customers indicate their utility has helped them lower their bill amounts or are aware of their utility's energy savings programs.

"While gas utilities score well on core, service dimensions such as ease, problem resolution, people, safety and reliability, higher bill amounts can place added financial pressures on households," said **Chris Oberle, managing director of utilities intelligence at J.D. Power**. "Now is the time for utilities to proactively communicate how they can work with customers to lower their bill amounts, raise awareness of their energy savings programs and make it easier for them to manage their usage."

Study Rankings

The following utilities rank highest in residential customer satisfaction in their respective segment:

- East Large Segment: **Washington Gas**
- East Midsize Segment: **Elizabethtown Gas** (for an 11th consecutive year)
- Midwest Large Segment: **Atmos Energy**
- Midwest Midsize Segment: **North Shore Gas**
- South Large Segment: **Atmos Energy**
- South Midsize Segment: **TECO Peoples Gas**
- West Large Segment: **Southwest Gas** (for a sixth consecutive year)
- West Midsize Segment: **Intermountain Gas Company** (for a third consecutive year)

The 2025 U.S. Gas Utility Residential Customer Satisfaction Study is based on responses from 72,765 online interviews conducted from January to November 2025 among residential customers of the 87 largest gas utility brands across the United States, which represent more than 125,000 residential customers.

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

See the online press release at <http://www.jdpower.com/pr-id/2025162>.

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. The J.D. Power auto-shopping tool can be found at JDPower.com.

Media Relations Contacts

Joe LaMuraglia, J.D. Power; East Coast; 714-621-6224; media.relations@jdpa.com

John Roderick; East Coast; 631-584-2200; john@jroderick.com

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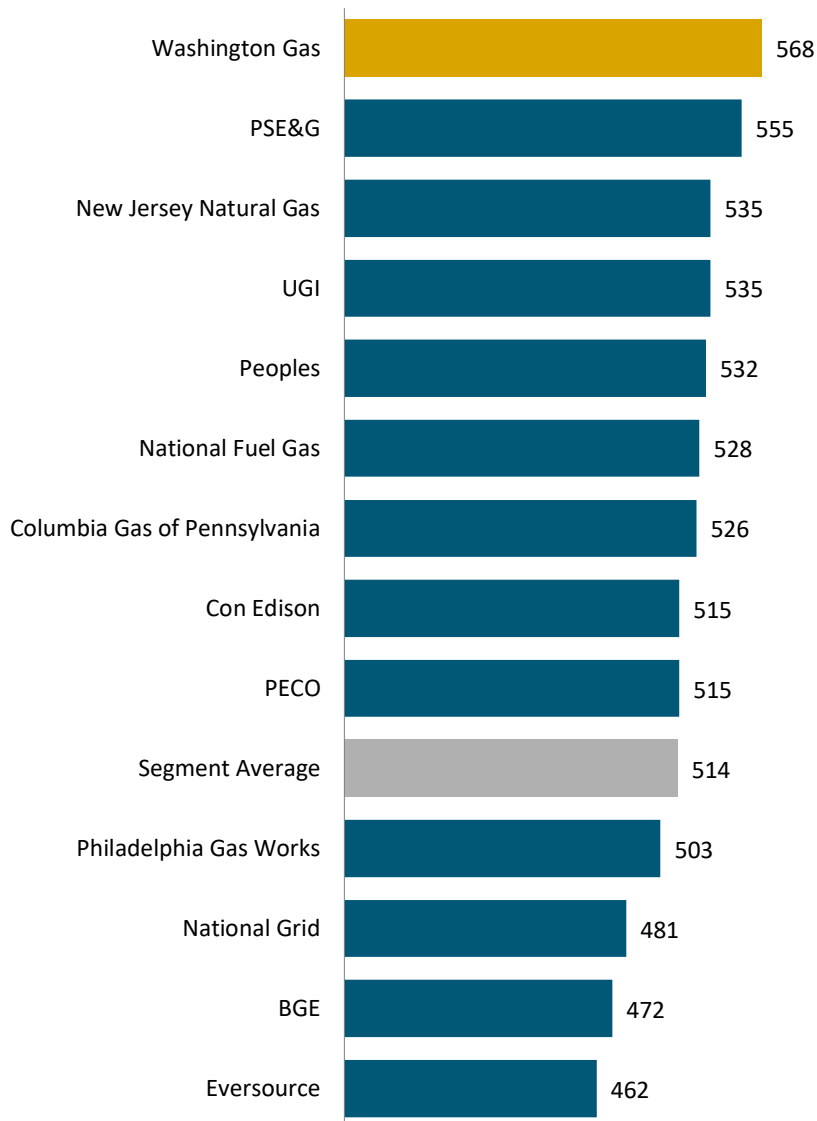
NOTE: Eight charts follow.

J.D. Power 2025 Gas 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 2025 Gas Utility Residential Customer Satisfaction StudySM

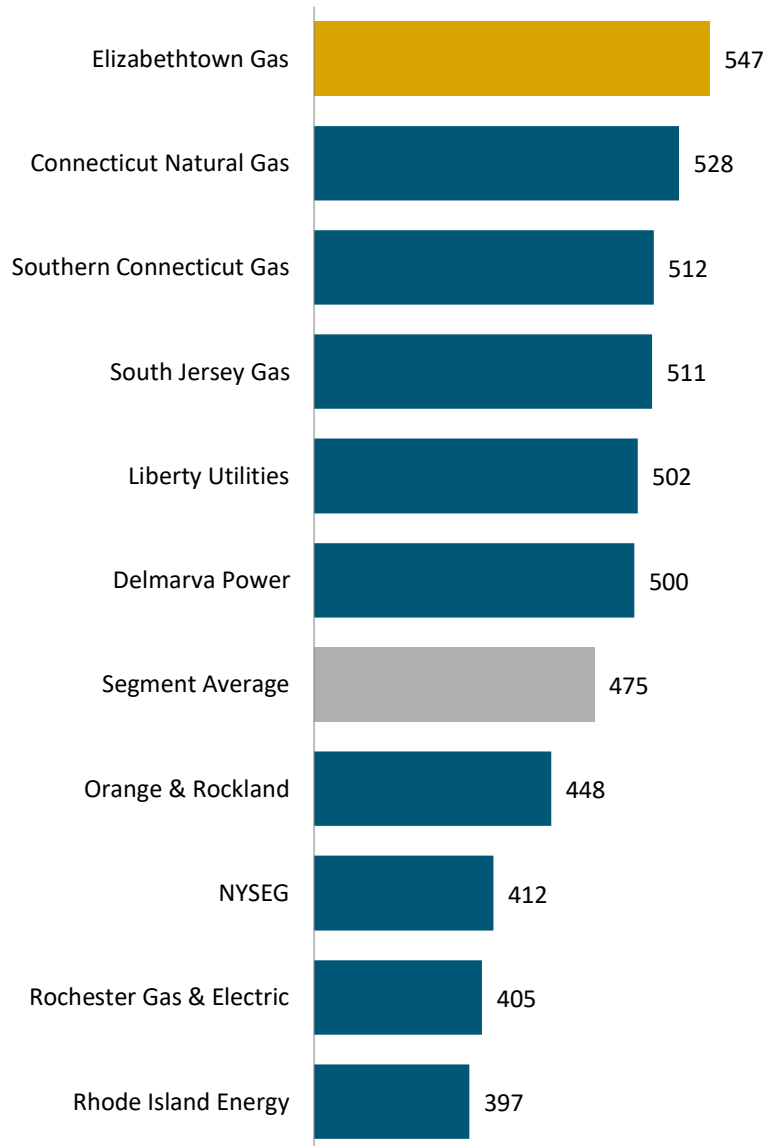
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2025 Gas 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 2025 Gas Utility Residential Customer Satisfaction StudySM

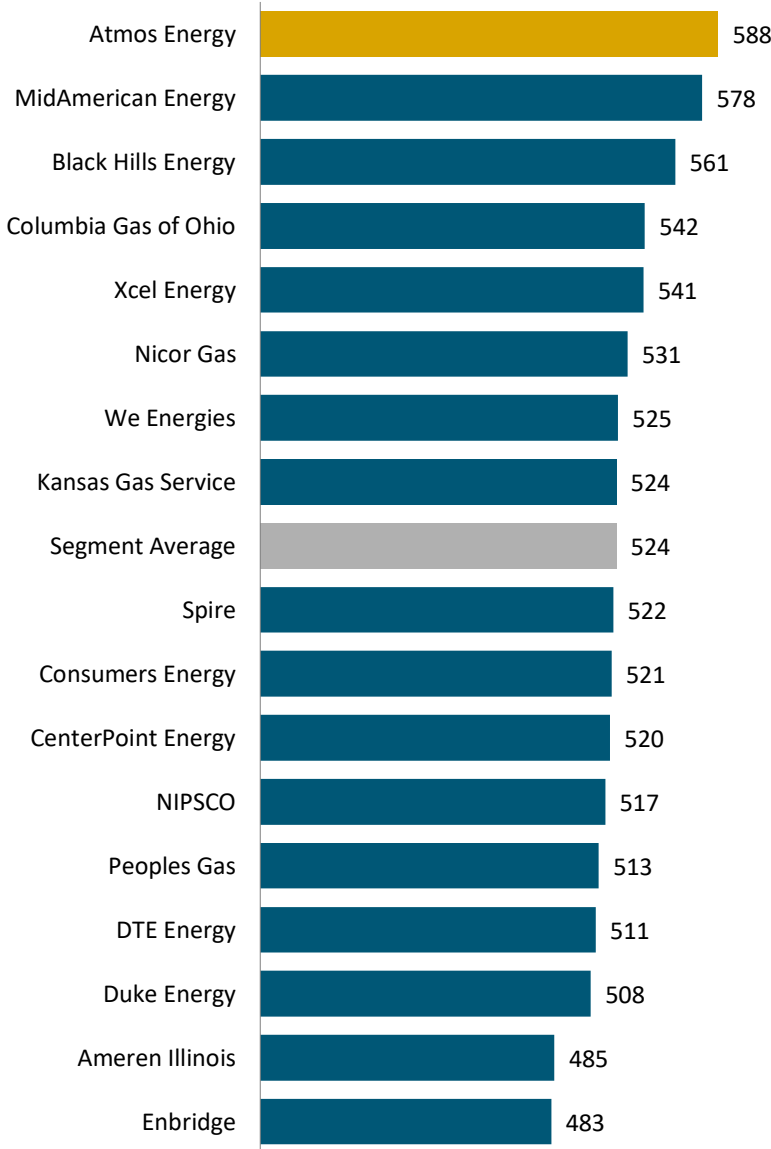
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest Region: Large Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

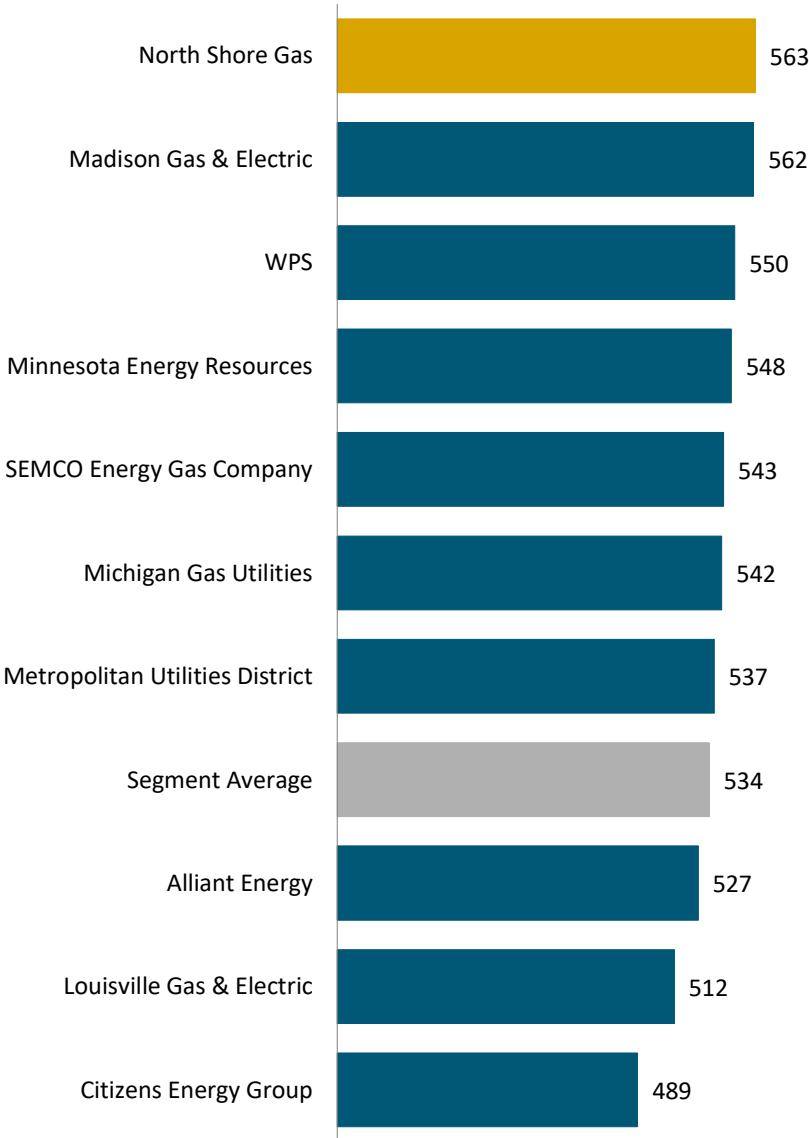
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest Region: Midsize Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

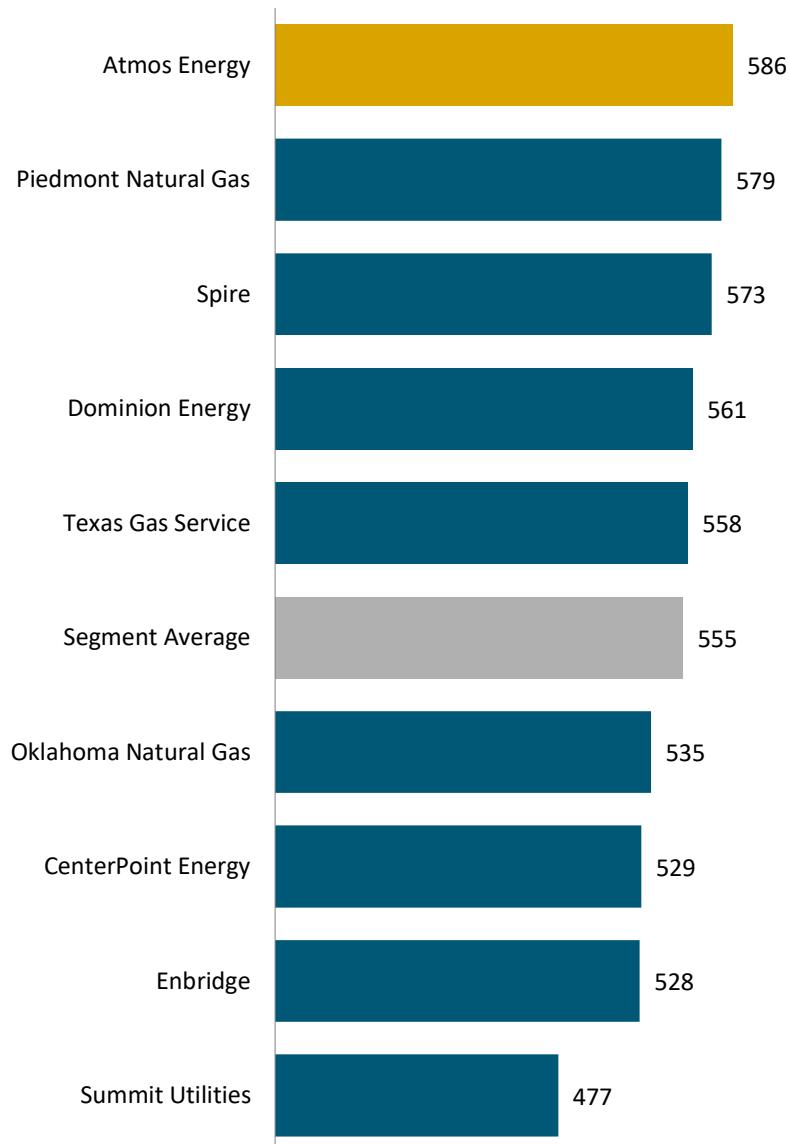
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South Region: Large Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

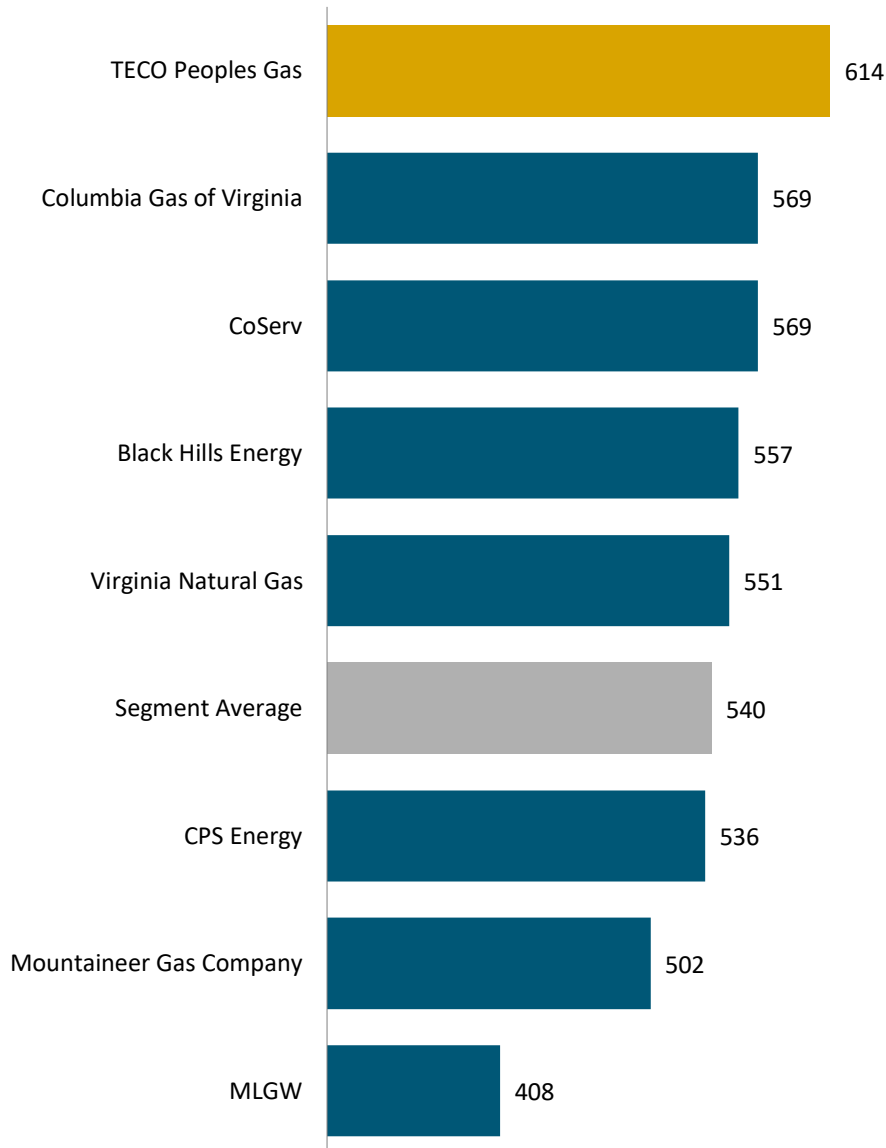
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South Region: Midsize Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

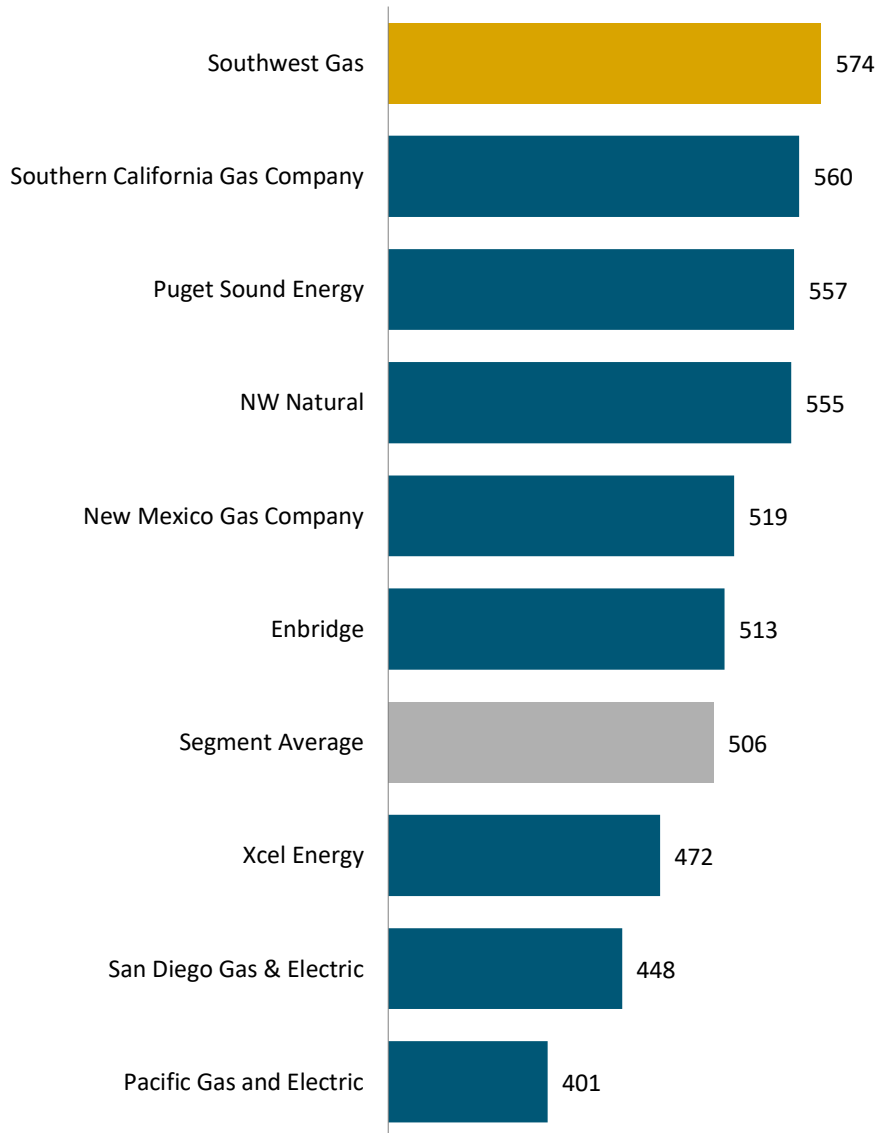
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Large Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

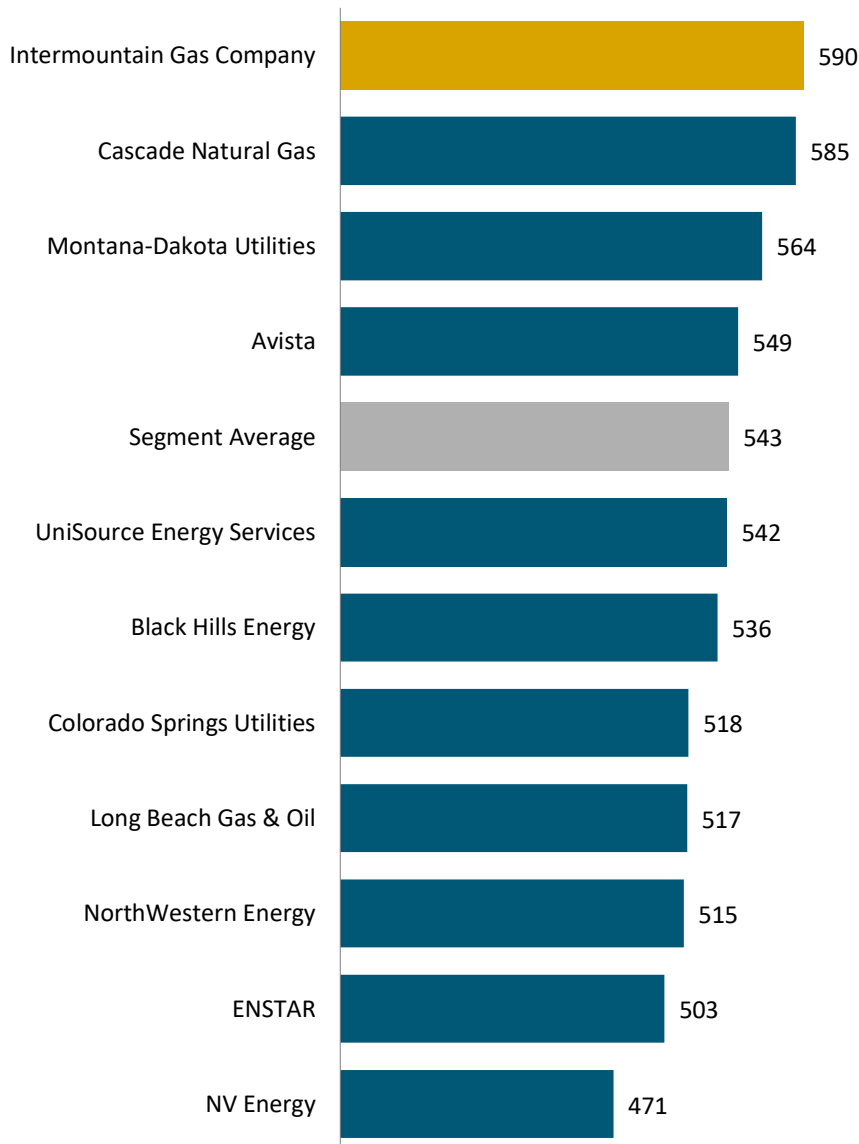
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J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Midsize Segment



Source: J.D. Power 2025 Gas Utility Residential Customer Satisfaction StudySM

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