

Residential Electric Utility Satisfaction Ranks Lowest among J.D. Power Residential Utility Studies

TROY, Mich.: 17 Dec. 2025 — According to the J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction Study,SM released today, rising costs are the primary driver of declining satisfaction among residential utility customers. Overall customer satisfaction has dropped to 499 (on a 1,000-point scale), the lowest score recorded across J.D. Power residential utility studies. Average monthly residential electric utility costs have surged 34% since 2020, reaching \$189 for the full year 2025—the highest annual average ever measured by J.D. Power. Notably, bill amounts in Q4 2025 climbed even higher, reaching \$206.

“With energy prices now one of the top concerns for customers, utilities must be clear and proactive with customer communications,” said **Mark Spalinger, director of utilities intelligence at J.D. Power**. “Study data shows that customers expect their utilities to deliver reliable service, provide easy access to information and frequent updates on outages and planned restoration. When utilities streamline billing and digital self-service, and deliver timely outage alerts, satisfaction rises even in a cost-pressured environment.”

Study Results

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

- East Large Segment: **PSE&G** (for a fourth consecutive year)
- East Midsize Segment: **Green Mountain Power**
- Midwest Large Segment: **MidAmerican Energy** (for a fourth consecutive year)
- Midwest Midsize Segment: **Otter Tail Power Company**
- South Large Segment: **Georgia Power** (for a fourth consecutive year)
- South Midsize Segment: **EPB** (for a 10th consecutive year)
- West Large Segment: **SRP** (for a 24th consecutive year)
- West Midsize Segment: **Clark Public Utilities**
- Cooperatives Segment: **Sawnee EMC** (for a second consecutive year)

The 2025 U.S. Electric Utility Residential Customer Satisfaction Study is based on responses from 127,103 online interviews conducted from January through November 2025 among residential customers of the 152 largest electric utility brands in the United States, which represents more than 109 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/2025167>.

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.

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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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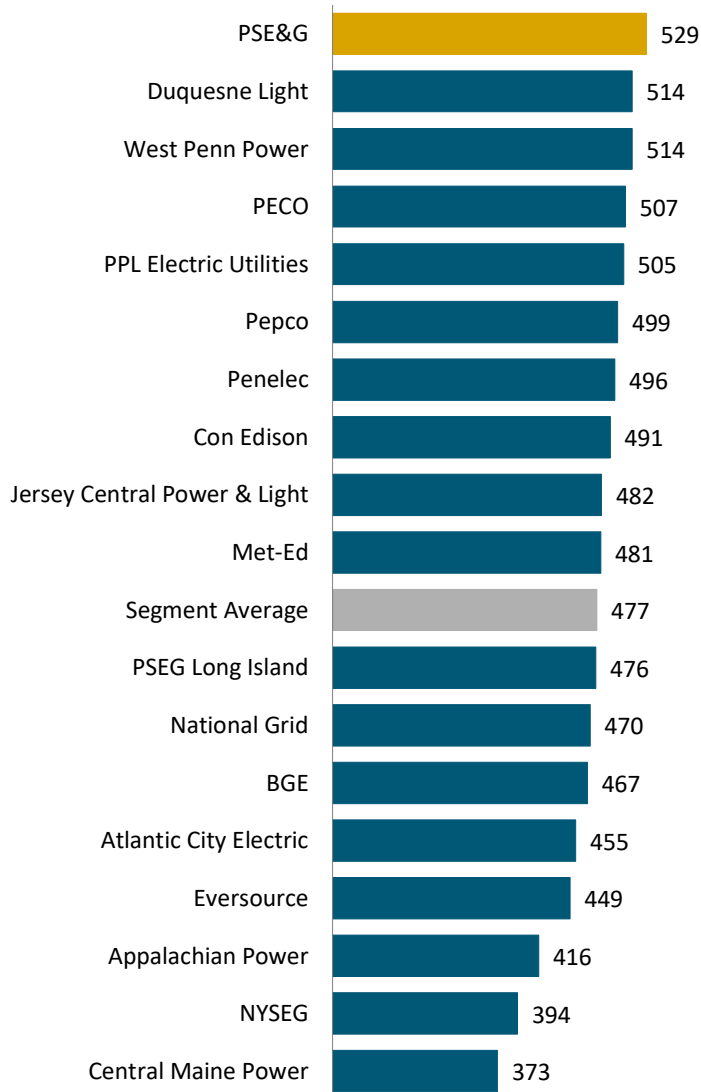
Note: Nine charts follow.

J.D. Power 2025 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 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

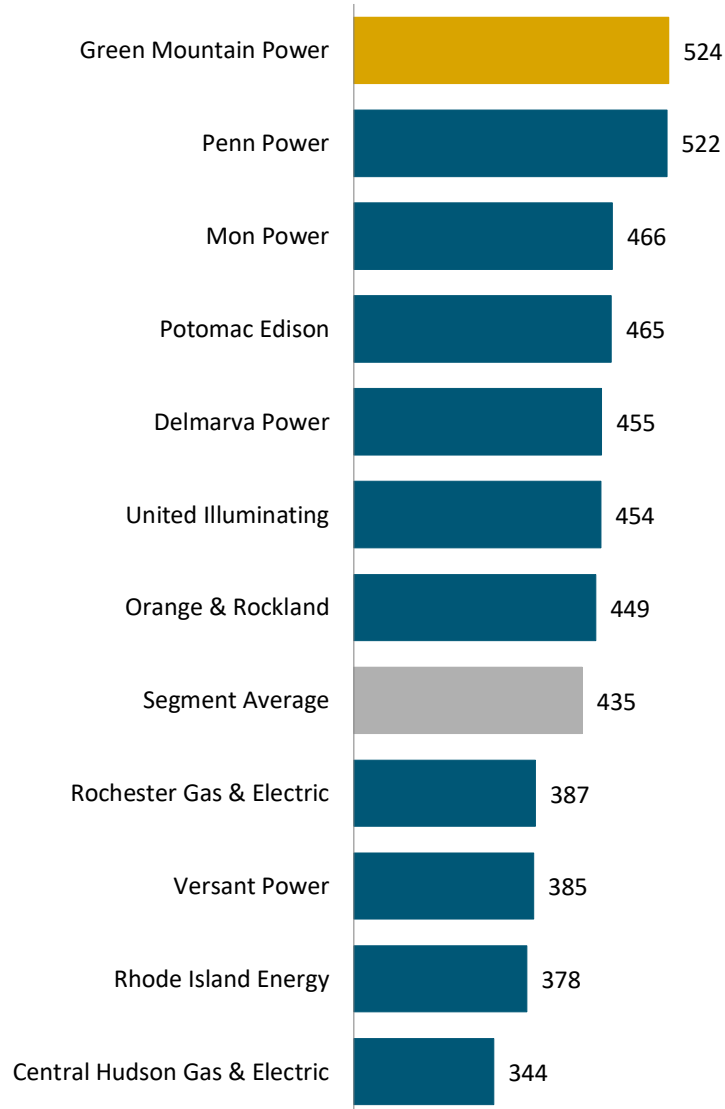
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

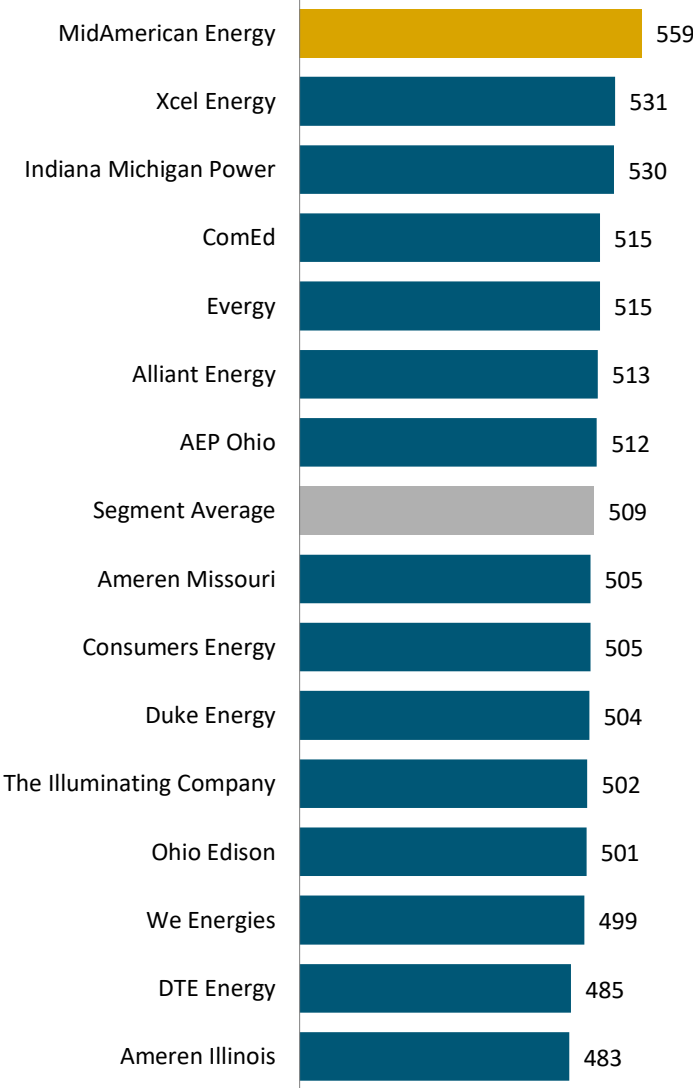
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest Region: Large Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

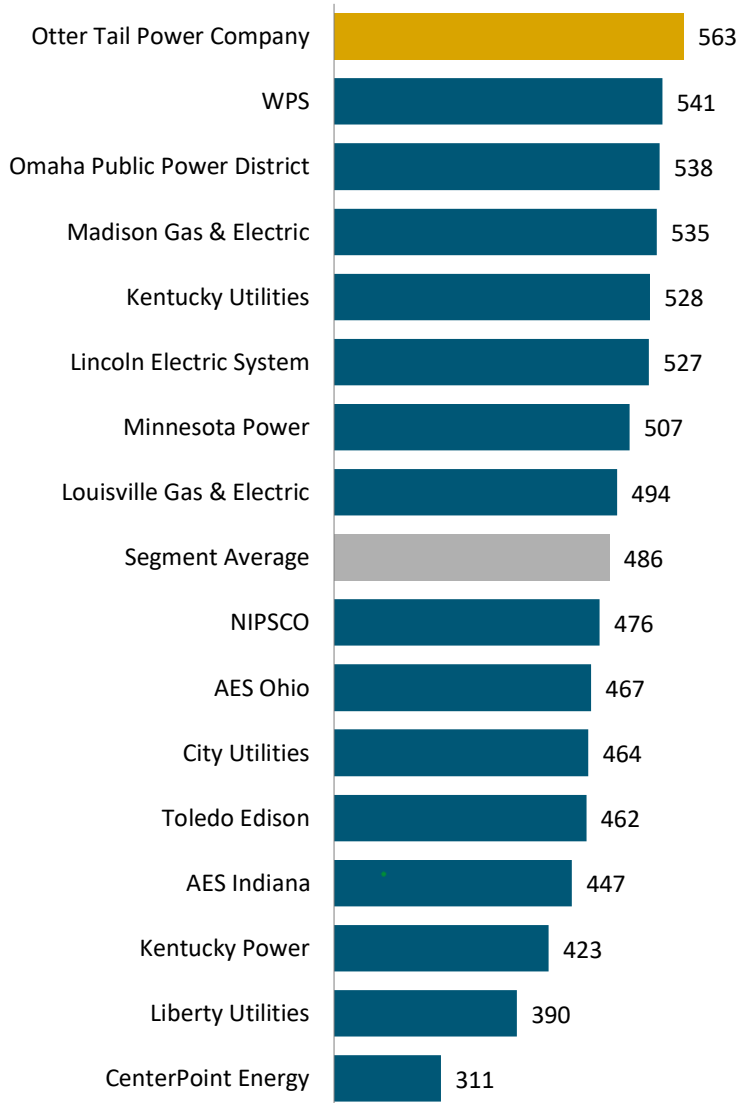
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest Region: Midsize Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

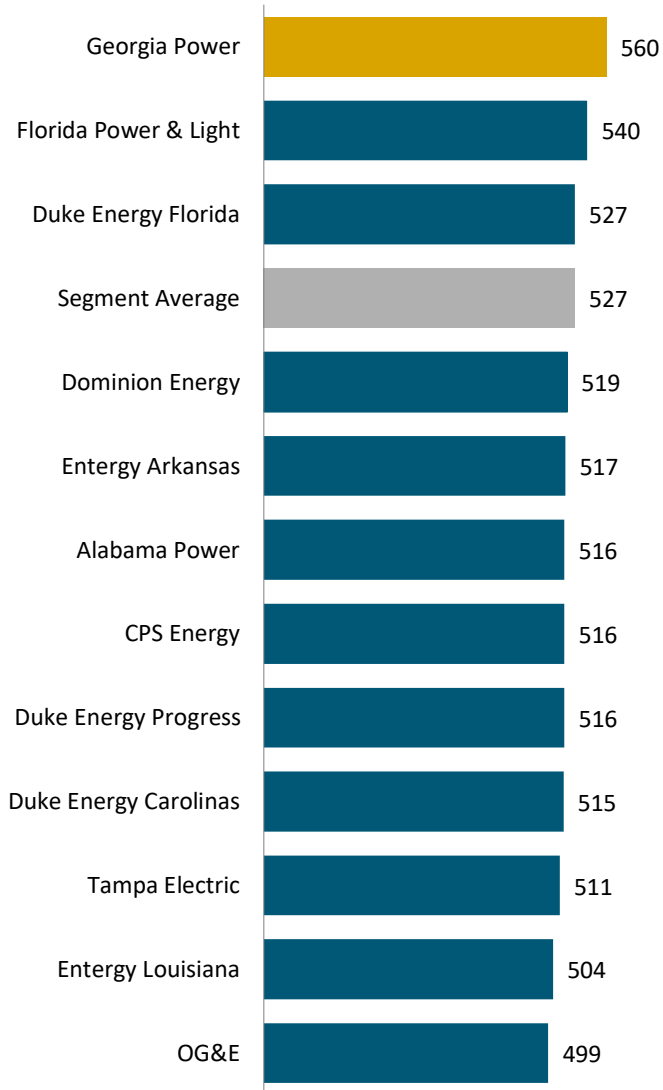
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South Region: Large Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

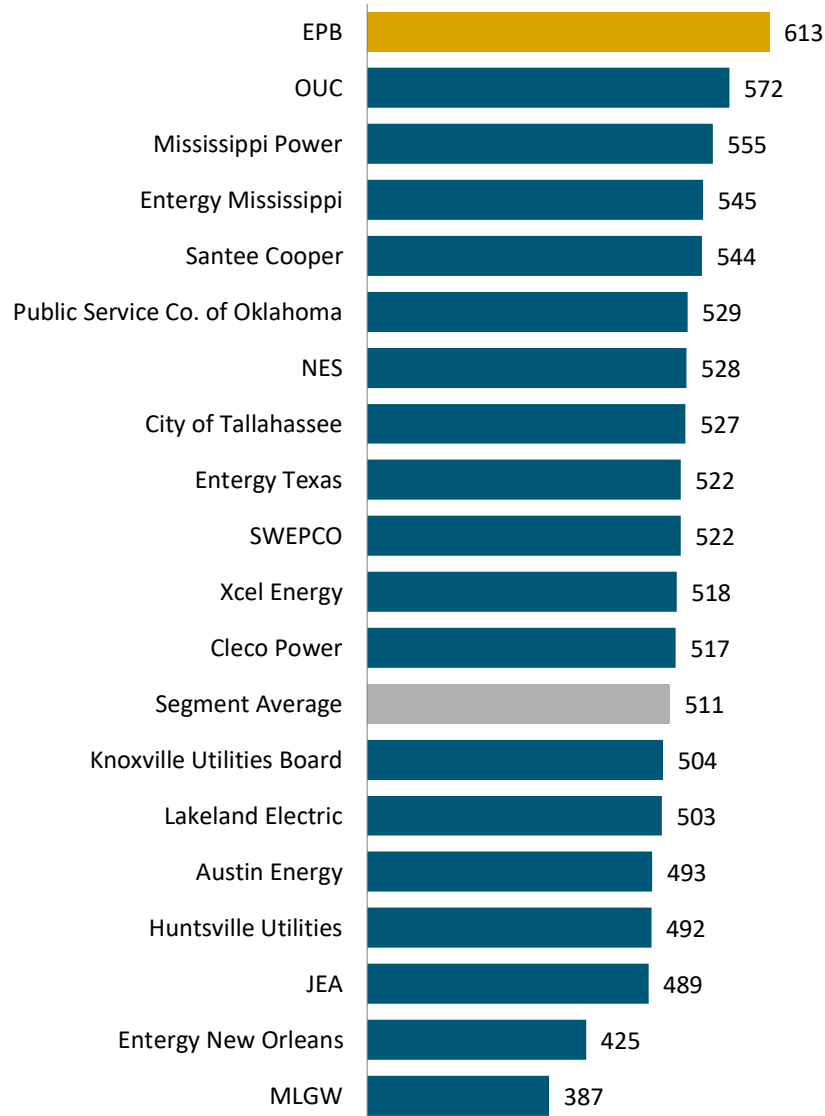
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South Region: Midsize Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

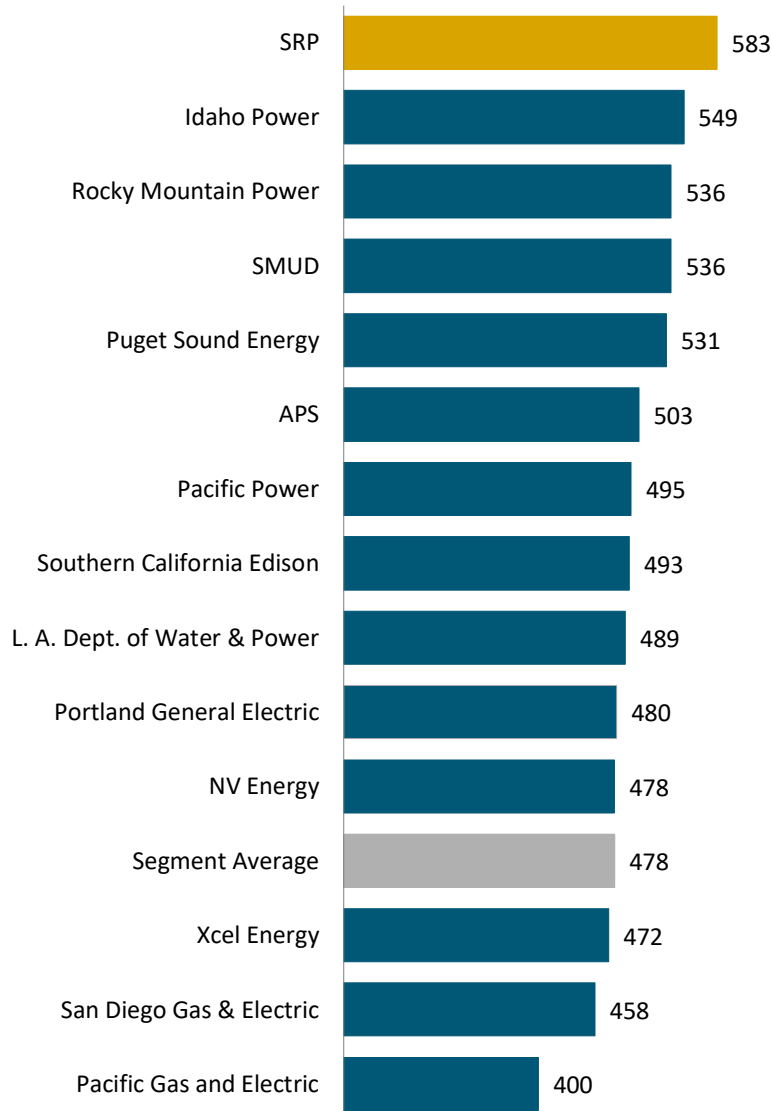
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Large Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

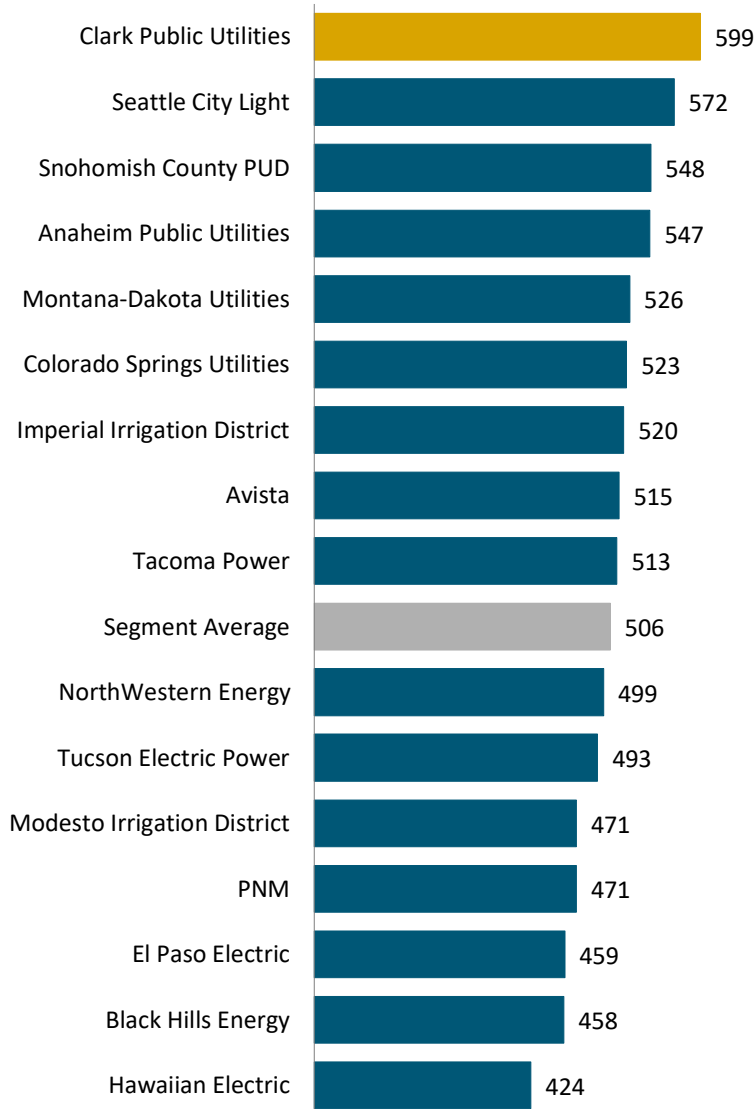
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Midsize Segment



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

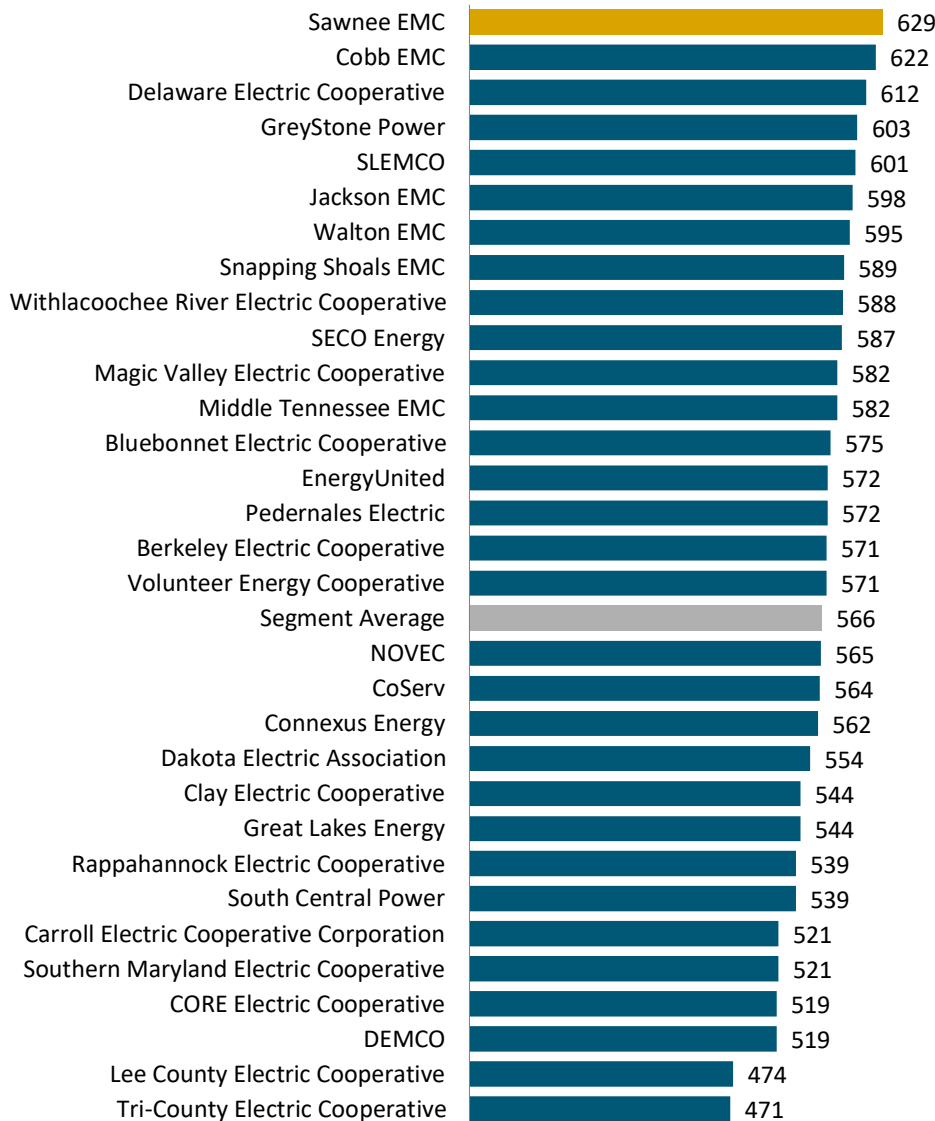
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J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cooperatives



Source: J.D. Power 2025 U.S. Electric Utility Residential Customer Satisfaction StudySM

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