

J.D. Power: Strong Safety and Reliability Performance Boosts Satisfaction Among Gas Utility Business Customers

Con Edison, MidAmerican Energy, Spire and Puget Sound Energy Rank Highest in Respective Regions

TROY, Mich.: 15 Oct. 2025 – Overall satisfaction among gas utility business customers averages 645 (on a 1,000-point scale), according to the J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction Study,SM released today. However, satisfaction drops significantly when customers report “poor” or “just ok” experiences with safety and reliability. In contrast, when providers earn “perfect” or “excellent” ratings in those areas, overall satisfaction rises 135 points to 780. When safety and reliability are rated as “poor” or “just ok,” satisfaction falls to 231, 414 points below the average.

“Although safety and reliability issues may be rare for gas utility business customers, how providers respond when they do happen is critical to the customer experience,” said **Brent Craige, director of utilities intelligence at J.D. Power**. “In this industry, timely communication around repairs and service interruptions is essential as it forms the foundation of customer trust. As prices continue to rise, so do expectations for reliability and transparency. When providers fall short in these areas, customer satisfaction inevitably declines.”

Study Rankings

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

- East: **Con Edison**
- Midwest: **MidAmerican Energy**
- South: **Spire**
- West: **Puget Sound Energy**

Now in its 21st year, the U.S. Gas Utility Business Customer Satisfaction Study measures business customer satisfaction with gas utility companies in four regions: East, Midwest, South and West. Each of the 61 brands included in the study serve more than 25,000 business customers, representing more than 4.4 million business customers in total. Overall satisfaction is measured by examining eight dimensions (listed in order of importance): cost; ease; people; problem resolution; safety and reliability; trust; digital channels and information provided.

The study is based on responses from more than 10,500 online interviews of business customers in decision-making roles related to their utility company. The study was fielded from January through September 2025.

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

See the online press release at <http://www.jdpower.com/pr-id/2025127>.

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

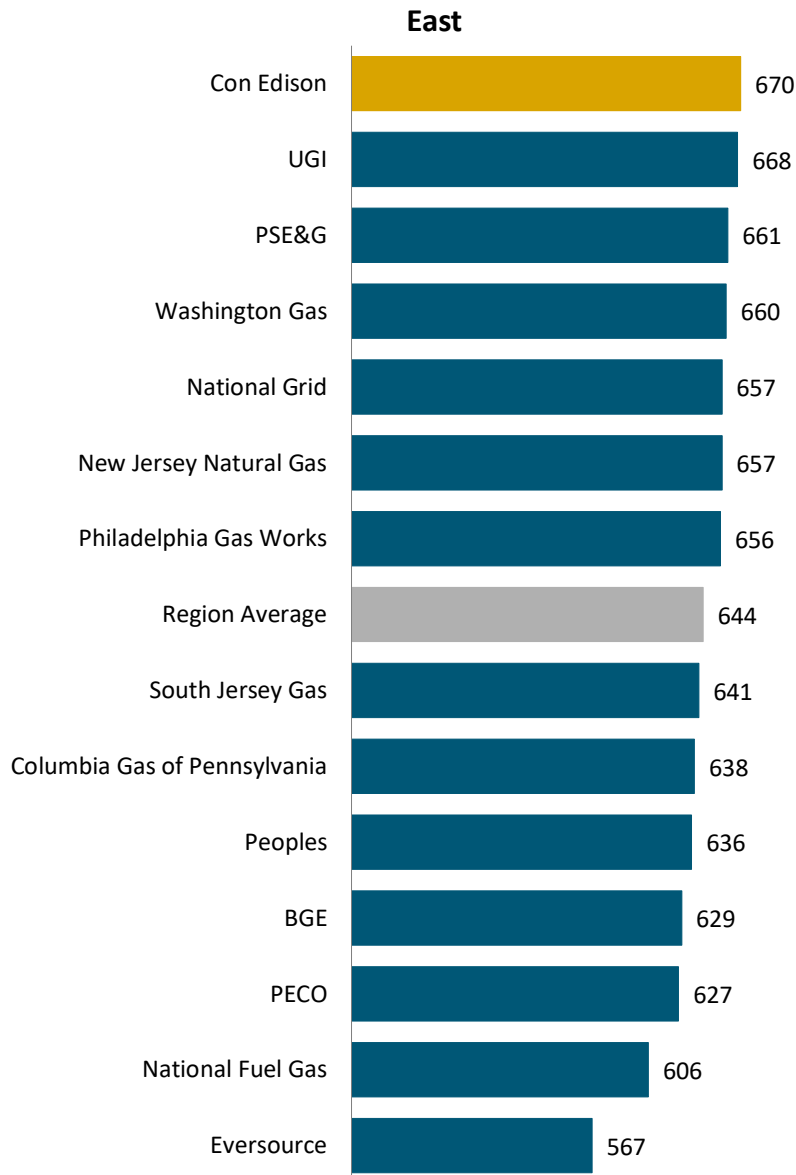
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NOTE: Four charts follow.

J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



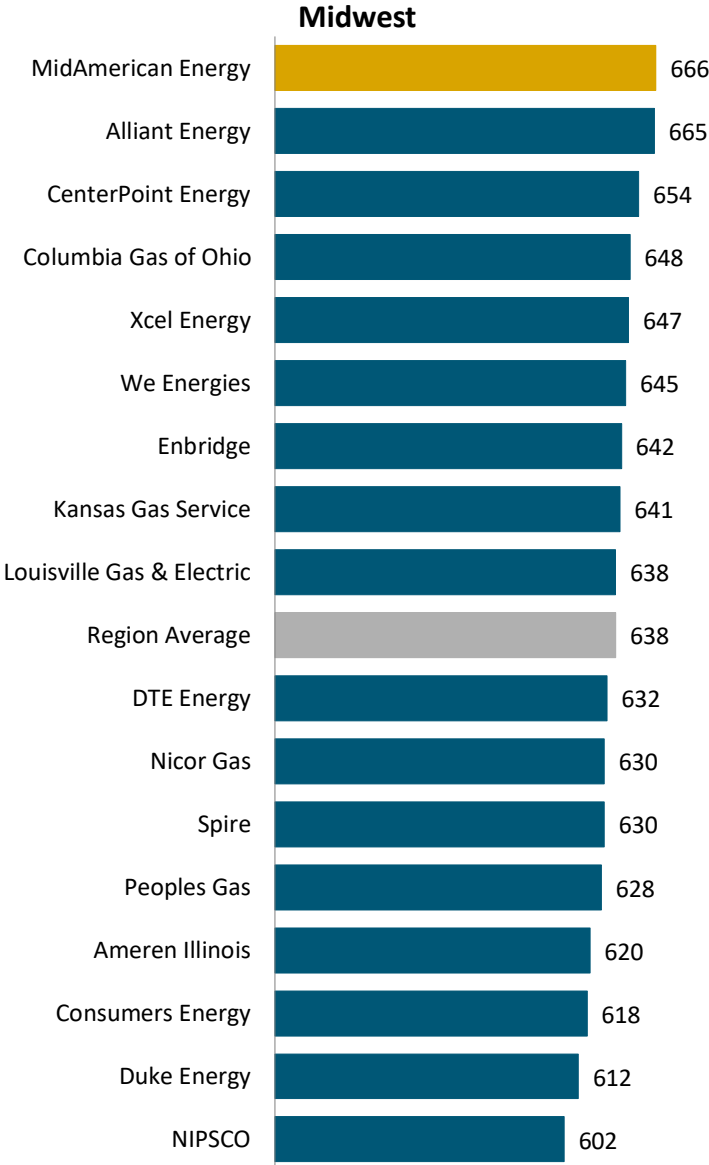
Source: J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

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J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Source: J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

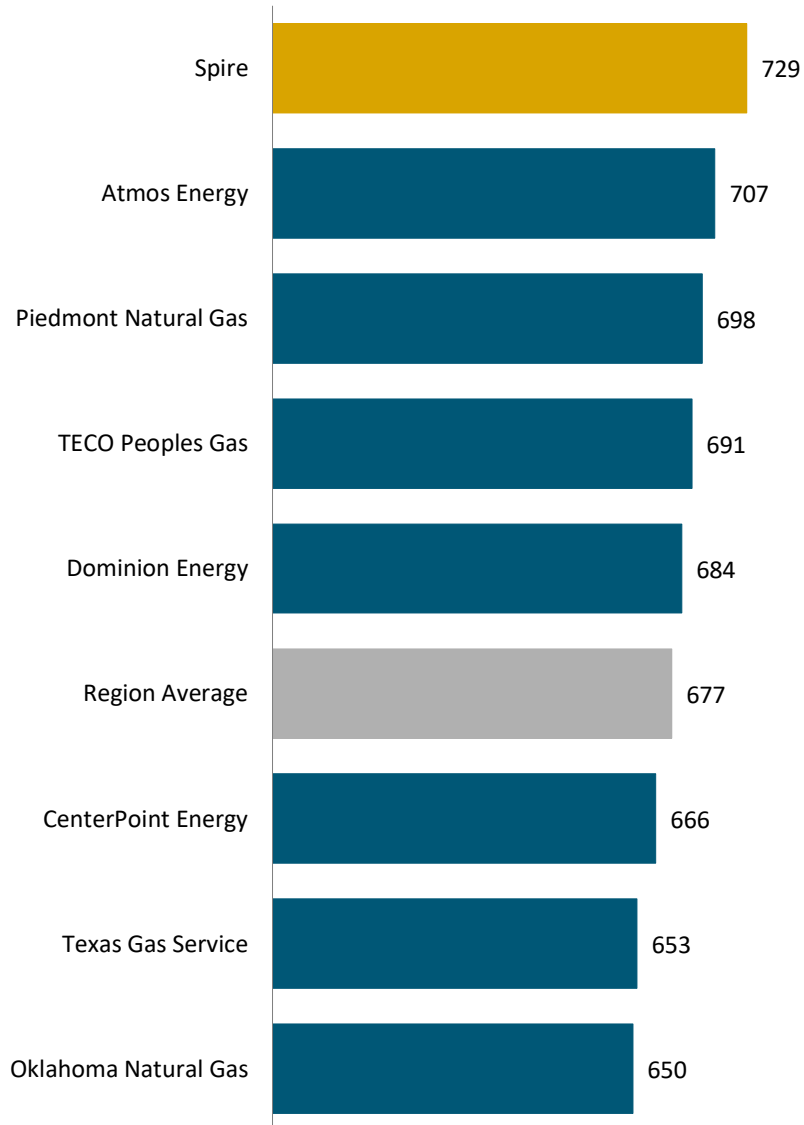
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J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South



Source: J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

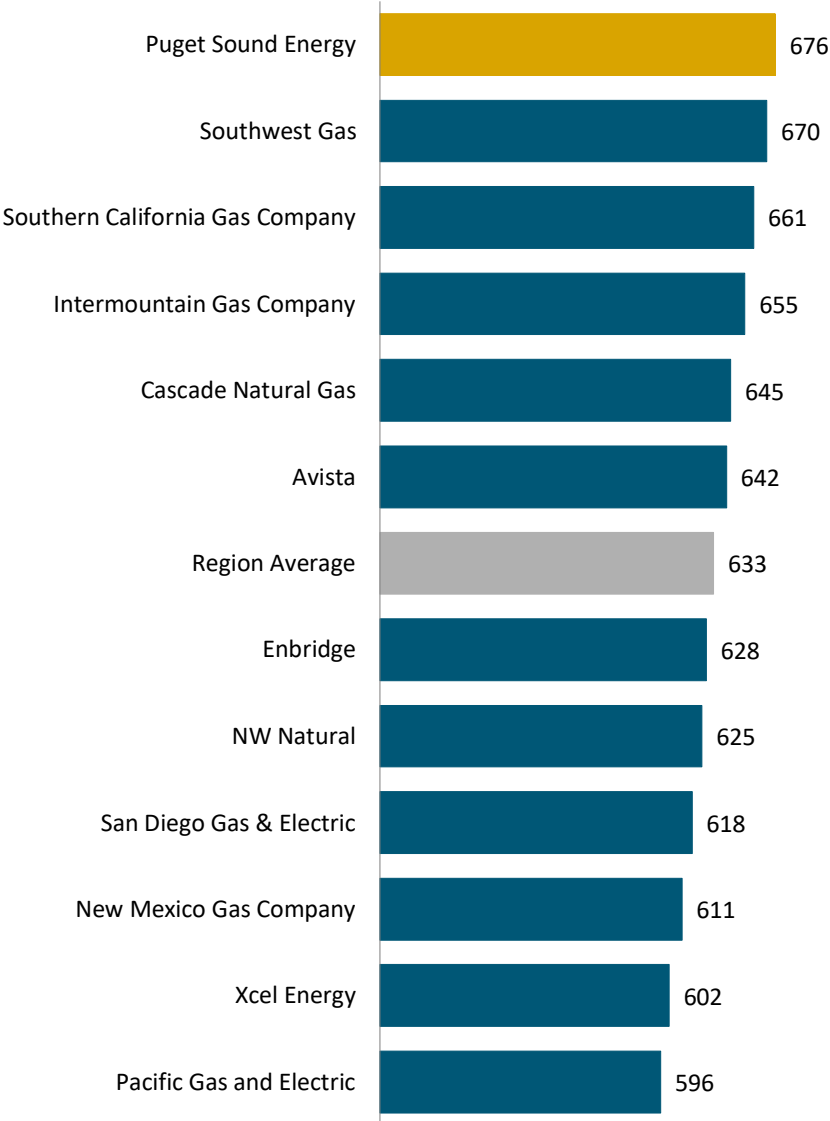
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J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West



Source: J.D. Power 2025 U.S. Gas Utility Business Customer Satisfaction StudySM

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