

Residential Electric Utility Customer Satisfaction Increases for Seventh Consecutive Year, Driven by Proactive Communication, J.D. Power Finds

COSTA MESA, Calif.: 11 July 2018 — Overall customer satisfaction with residential electric utility companies shows a seventh consecutive year-over-year increase, according to the J.D. Power 2018 Electric Utility Residential Customer Satisfaction Study,SM released today.

“Proactive communications, primarily delivered through digital channels, such as email, text message, or social media post, are having a significant positive impact on residential electric utility customer satisfaction,” said **John Hazen, senior director of the energy practice at J.D. Power**. “Power outages are going to happen. The more proactive electric utilities are in clearly communicating information about the cause, anticipated duration, and repair of an outage, the more satisfied their customers will be with their overall service.”

The study, now in its 20th year, measures customer satisfaction with electric utility companies by examining six factors: power quality & reliability; price; billing & payment; corporate citizenship; communications; and customer service.

Following are the highest-ranking utilities in each region:

- Cooperatives Segment: **Sawnee EMC**
- East Large Segment: **PPL Electric Utilities**
- East Midsize Segment: **Penn Power**
- Midwest Large Segment: **MidAmerican Energy**
- Midwest Midsize Segment: **Kentucky Utilities**
- South Large Segment: **Georgia Power**
- South Midsize Segment: **EPB**
- West Large Segment: **SRP**
- West Midsize Segment: **Clark Public Utilities**

The J.D. Power 2018 Electric Utility Residential Customer Satisfaction Study is based on responses from more than 104,000 online interviews conducted from July 2017 through May 2018 among residential customers of the 138 largest electric utility brands across the United States, which collectively represent more than 99 million households.

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

See the online press release at <http://www.jdpower.com/pr-id/2018105>.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe. J.D. Power is a portfolio company of XIO Group, a global alternative investments and private equity firm headquartered in London, and is led by its four founders: Athene Li, Joseph Pacini, Murphy Qiao and Carsten Geyer.

Media Relations Contacts

Geno Effler; Costa Mesa, Calif.; 714-621-6224; media.relations@jdpa.com

John Roderick; St. James, N.Y.; 631-584-2200; john@jroderick.com

About J.D. Power and Advertising/Promotional Rules www.jdpower.com/about-us/press-release-info

#

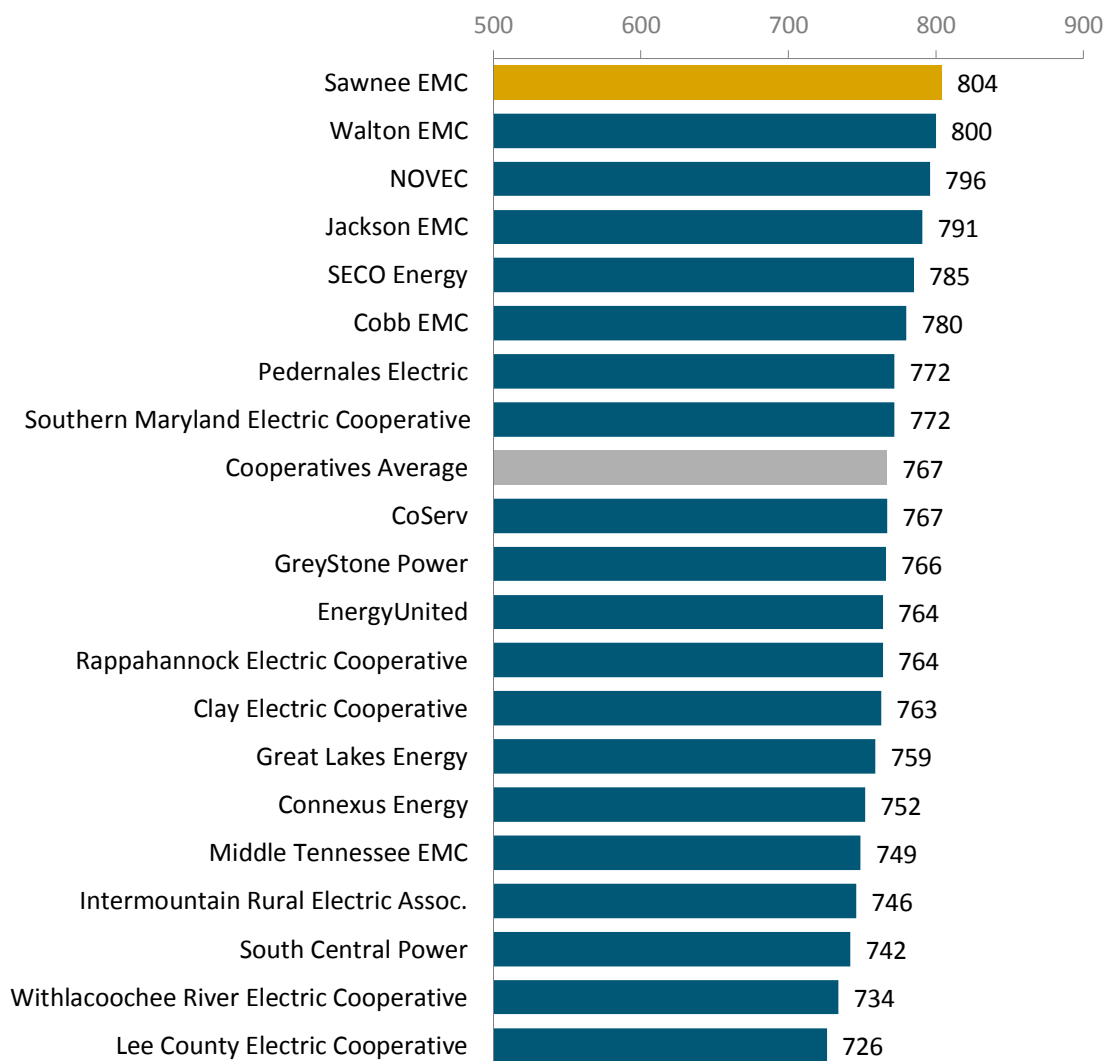
NOTE: Nine charts follow.

J.D. Power

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking Cooperatives Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

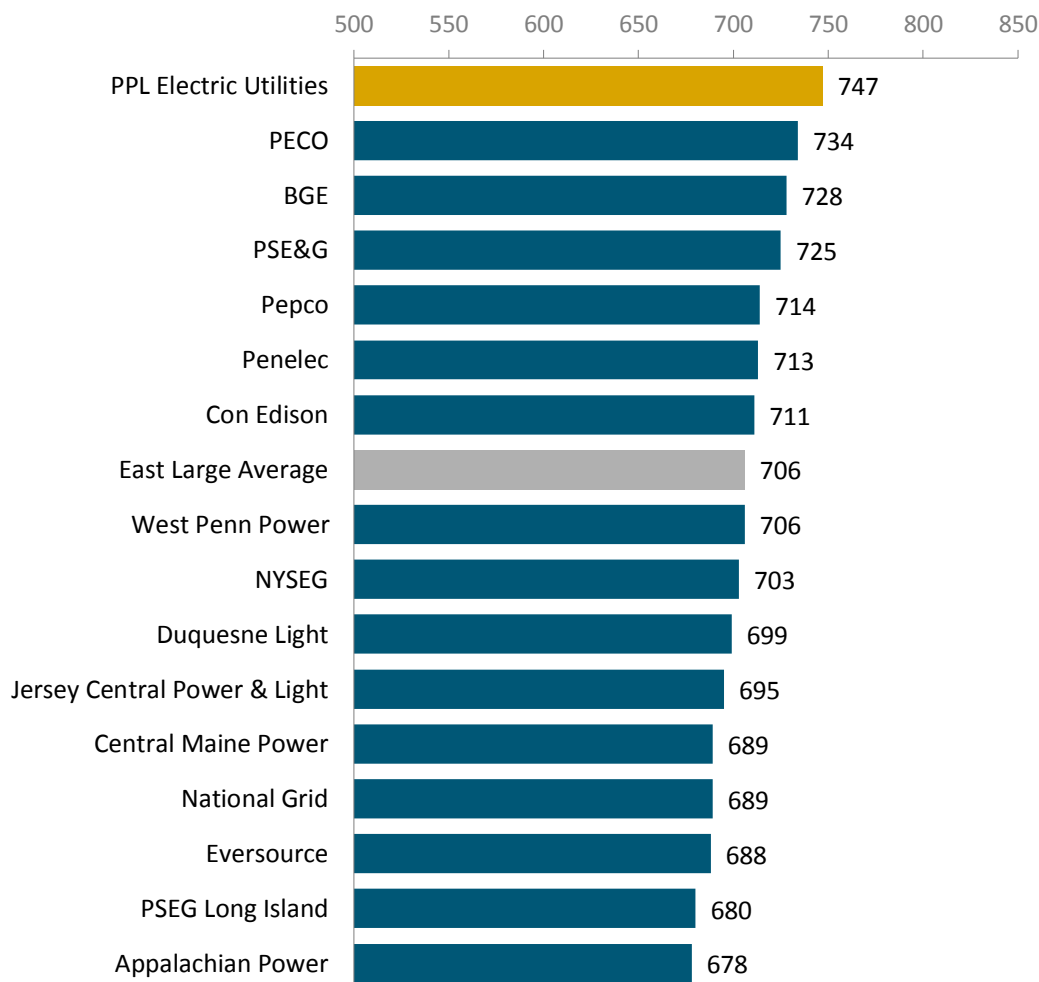
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking East Region: Large Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

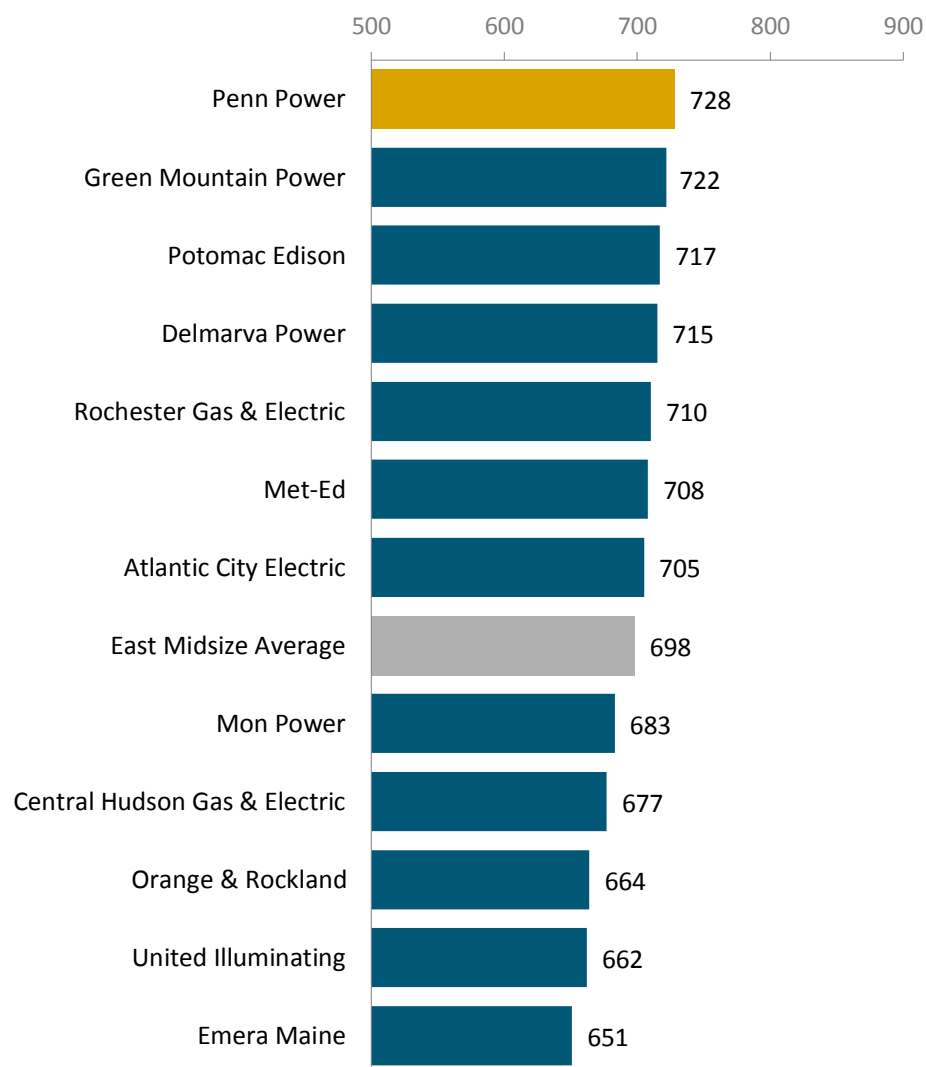
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking East Region: Midsize Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

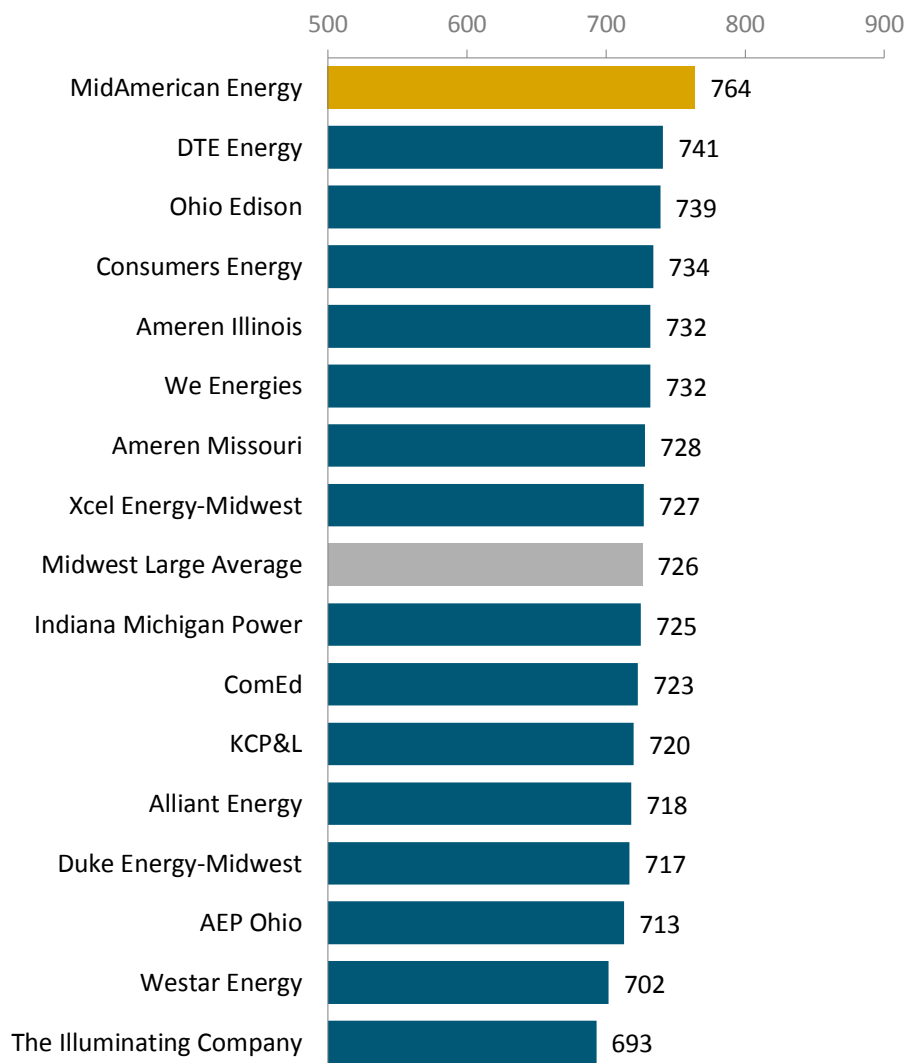
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking Midwest Region: Large Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

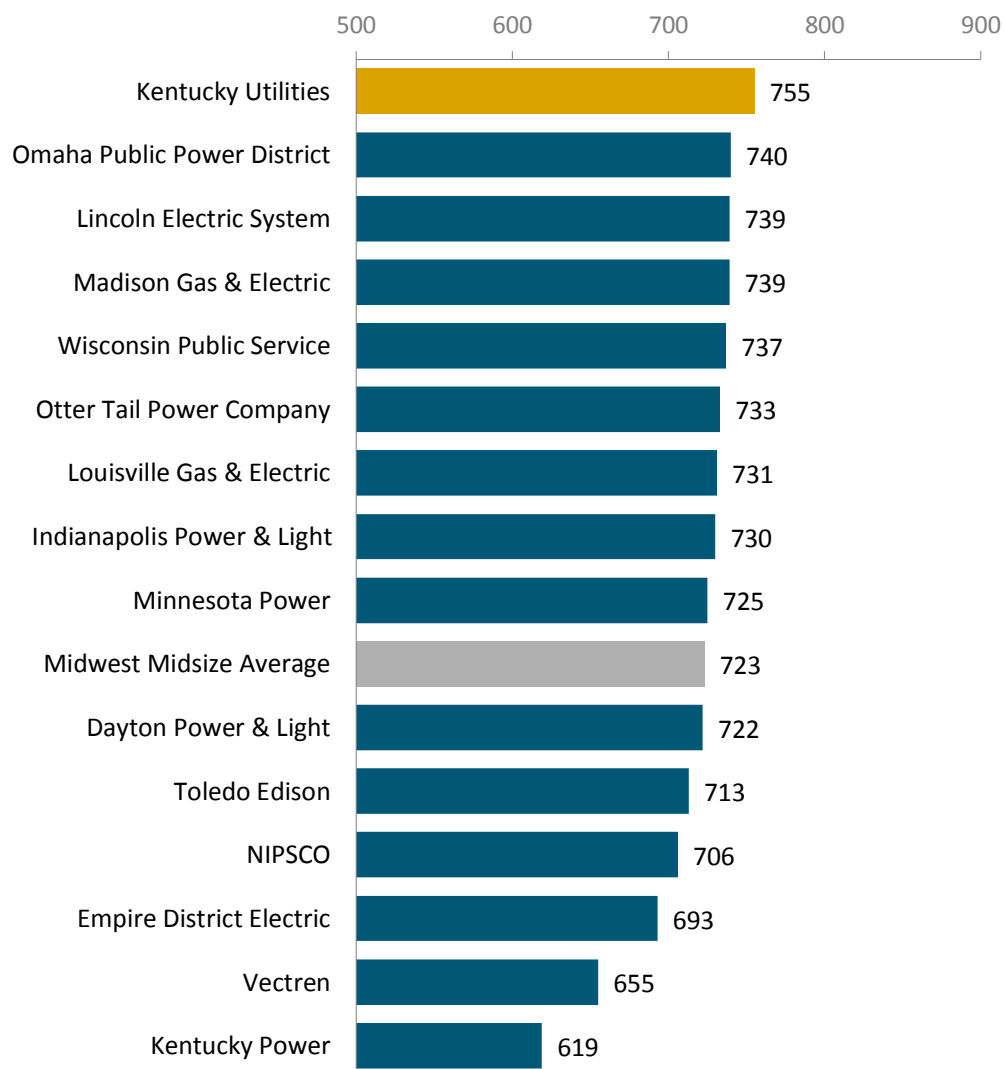
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking Midwest Region: Midsize Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

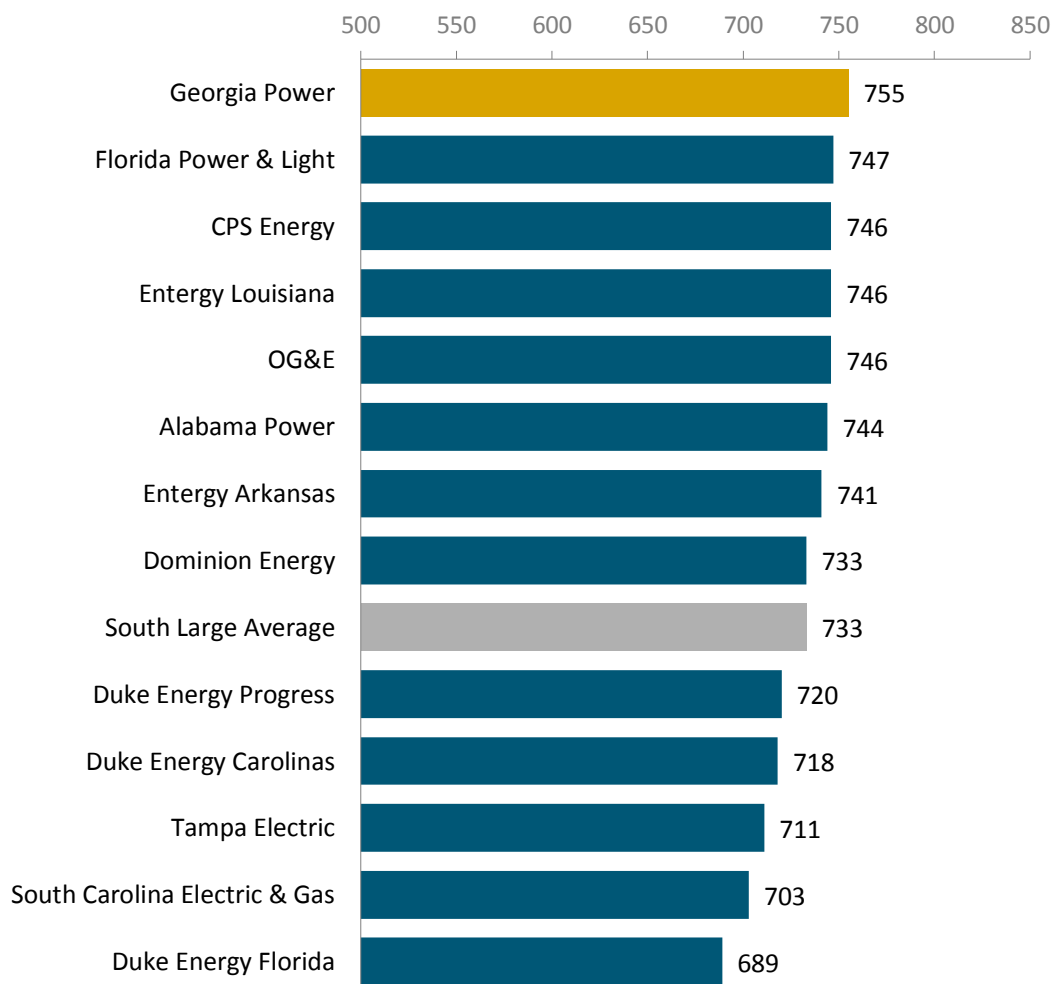
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking South Region: Large Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

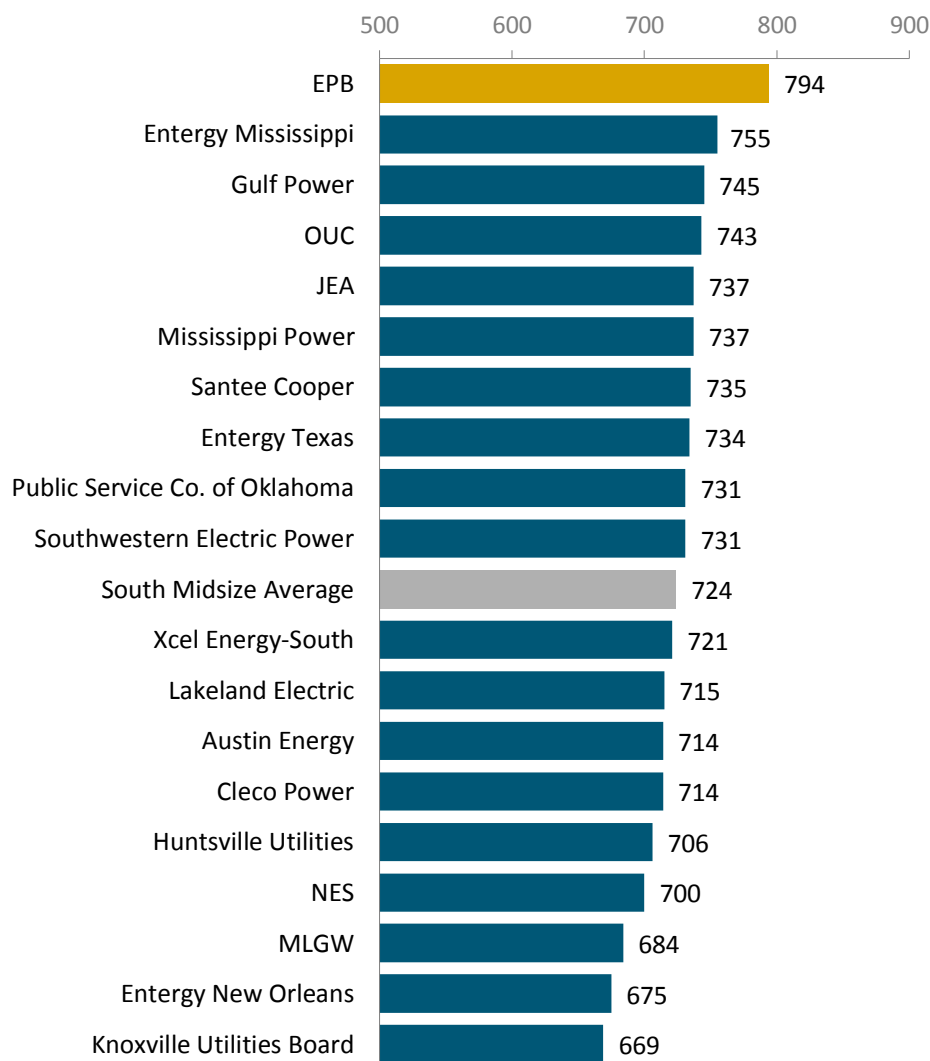
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking South Region: Midsize Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

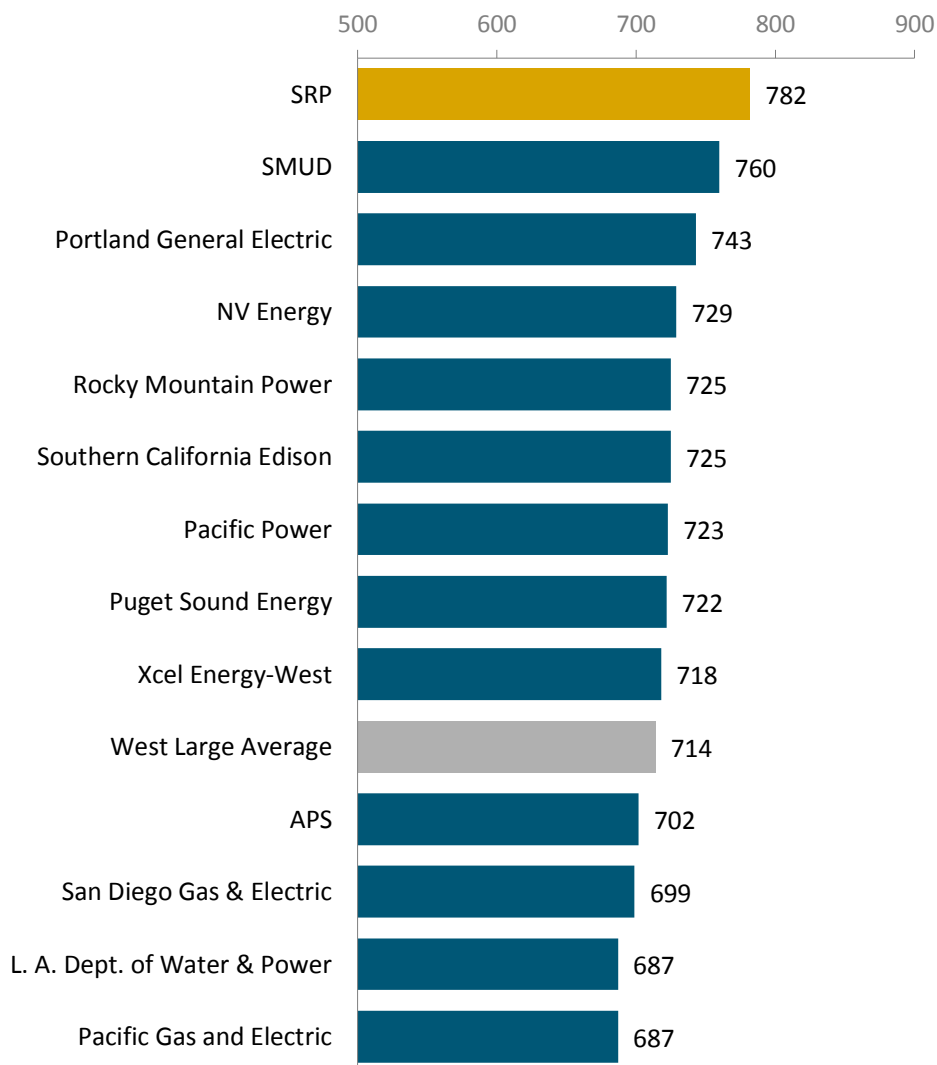
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking West Region: Large Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 Electric Utility Residential Customer Satisfaction StudySM

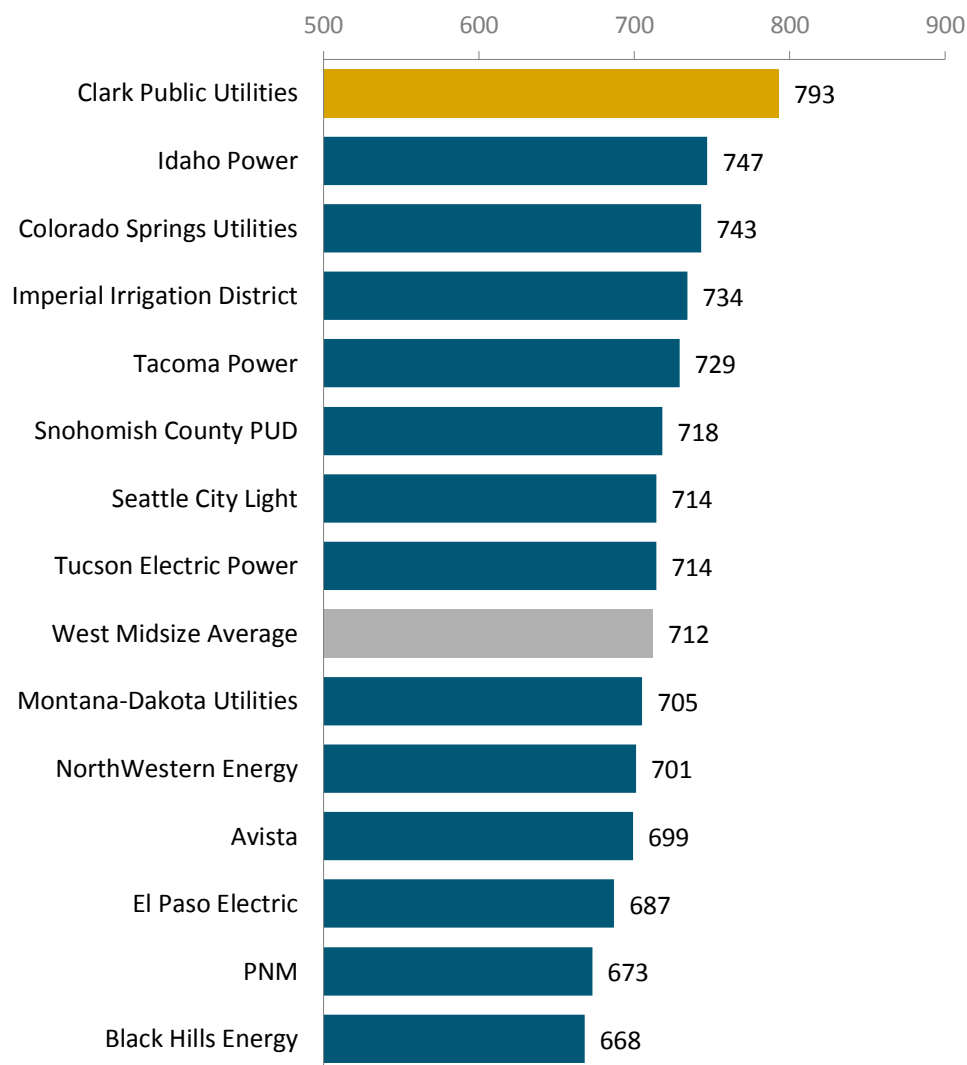
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising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

2018 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking West Region: Midsize Segment

(Based on a 1,000-point scale)



Source: J.D. Power 2018 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.