Electric Utility Residential Customer Satisfaction Increases in 2019, J.D. Power Finds

Increasing Customer Awareness of Community Involvement Key in Satisfaction

COSTA MESA, Calif.: 26 June 2019 — Overall customer satisfaction is up among electric utility residential customers in 2019, with the top utilities focusing their efforts on improving reliability and on communicating their ongoing community involvement efforts, according to the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study. SM

“Utility customers want their power to stay on and to see their utility involved in their local communities and the top performers do an excellent job of both,” said John Hazen, Senior Director of the Energy Practice at J.D. Power. “Many of the lower performing brands need to do a better job of communicating their community involvement efforts such as employee volunteering and local donations/sponsorships. This communication has shown to affect consumer awareness and satisfaction.”

Study Results

- Cooperatives Segment: GreyStone Power
- East Large Segment: PPL Electric Utilities
- East Midsize Segment: Delmarva 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 2019 Electric Utility Residential Customer Satisfaction Study is based on responses from 103,481 online interviews conducted from July 2018 through May 2019 among residential customers of the 142 largest electric utility brands across the United States, which represent more than 101 million households.


See the online press release at http://www.jdpower.com/pr-id/2019100.

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 has offices serving North America, South America, Asia Pacific and Europe.

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NOTE: Nine charts follow.
J.D. Power
2019 Electric Utility Residential Customer Satisfaction Study™

Customer Satisfaction Index Ranking
Cooperatives Segment
(Based on a 1,000-point scale)

- GreyStone Power: 819
- SECO Energy: 815
- Jackson EMC: 801
- Sawnee EMC: 800
- NOVEC: 786
- Walton EMC: 785
- Southern Maryland Electric Cooperative: 784
- Cobb EMC: 783
- Pedernales Electric: 779
- Clay Electric Cooperative: 777
- CoServ: 775
- Cooperatives Average: 772
- Middle Tennessee EMC: 769
- Connexus Energy: 766
- EnergyUnited: 756
- Great Lakes Energy: 753
- Rappahannock Electric Cooperative: 749
- DEMCO: 744
- Intermountain Rural Electric Assoc.: 743
- Withlacoochee River Electric Cooperative: 740
- South Central Power: 734
- Lee County Electric Cooperative: 724

Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study™

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.
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2019 Electric Utility Residential Customer Satisfaction Study™

Customer Satisfaction Index Ranking
East Region: Large Segment
(Based on a 1,000-point scale)

<table>
<thead>
<tr>
<th>Utility</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPL Electric Utilities</td>
<td>752</td>
</tr>
<tr>
<td>BGE</td>
<td>742</td>
</tr>
<tr>
<td>PSE&amp;G</td>
<td>742</td>
</tr>
<tr>
<td>PECO</td>
<td>739</td>
</tr>
<tr>
<td>Duquesne Light</td>
<td>722</td>
</tr>
<tr>
<td>Con Edison</td>
<td>721</td>
</tr>
<tr>
<td>West Penn Power</td>
<td>720</td>
</tr>
<tr>
<td>Pepco</td>
<td>714</td>
</tr>
<tr>
<td>East Large Average</td>
<td>710</td>
</tr>
<tr>
<td>Penelec</td>
<td>709</td>
</tr>
<tr>
<td>Jersey Central Power &amp; Light</td>
<td>698</td>
</tr>
<tr>
<td>PSEG Long Island</td>
<td>695</td>
</tr>
<tr>
<td>National Grid</td>
<td>691</td>
</tr>
<tr>
<td>Appalachian Power</td>
<td>689</td>
</tr>
<tr>
<td>NYSEG</td>
<td>688</td>
</tr>
<tr>
<td>Eversource</td>
<td>680</td>
</tr>
<tr>
<td>Central Maine Power</td>
<td>637</td>
</tr>
</tbody>
</table>

Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study™

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Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study℠

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2019 Electric Utility Residential Customer Satisfaction Study℠

Customer Satisfaction Index Ranking
Midwest Region: Large Segment
(Based on a 1,000-point scale)

MidAmerican Energy 760
Xcel Energy 751
DTE Energy 745
Consumers Energy 742
Duke Energy 742
AEP Ohio 737
Ameren Illinois 736
Midwest Large Average 732
ComEd 728
Ameren Missouri 728
Ohio Edison 724
We Energies 724
Indiana Michigan Power 723
Alliant Energy 718
The Illuminating Company 713
Westar Energy 710
KCP&L 695

Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study℠

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Customer Satisfaction Index Ranking
Midwest Region: Midsize Segment
*(Based on a 1,000-point scale)*

- Kentucky Utilities: 763
- Wisconsin Public Service: 746
- Madison Gas & Electric: 745
- Lincoln Electric System: 742
- Louisville Gas & Electric: 739
- Dayton Power & Light: 734
- Minnesota Power: 728
- Omaha Public Power District: 726
- Midwest Midsize Average: 726
- Indianapolis Power & Light: 722
- Toledo Edison: 717
- NIPSCO: 714
- Otter Tail Power Company: 712
- Empire District Electric: 681
- Kentucky Power: 651
- Vectren: 648

*Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study℠*

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2019 Electric Utility Residential Customer Satisfaction Study℠

Customer Satisfaction Index Ranking
South Region: Large Segment
(Based on a 1,000-point scale)

Georgia Power 766
Florida Power & Light 764
OG&E 762
Alabama Power 751
CPS Energy 749
Entergy Louisiana 747
South Large Average 742
Entergy Arkansas 735
Dominion Energy 729
Duke Energy Progress 727
Duke Energy Carolinas 725
Tampa Electric 725
Duke Energy Florida 715
South Carolina Electric & Gas (now Dominion) 687

Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study℠

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Customer Satisfaction Index Ranking
South Region: Midsize Segment
(Based on a 1,000-point scale)

<table>
<thead>
<tr>
<th>Company</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPB</td>
<td>804</td>
</tr>
<tr>
<td>Entergy Mississippi</td>
<td>767</td>
</tr>
<tr>
<td>Mississippi Power</td>
<td>761</td>
</tr>
<tr>
<td>OUC</td>
<td>761</td>
</tr>
<tr>
<td>JEA</td>
<td>756</td>
</tr>
<tr>
<td>Public Service Co. of Oklahoma</td>
<td>753</td>
</tr>
<tr>
<td>Xcel Energy</td>
<td>752</td>
</tr>
<tr>
<td>Gulf Power</td>
<td>748</td>
</tr>
<tr>
<td>Santee Cooper</td>
<td>736</td>
</tr>
<tr>
<td>Entergy Texas</td>
<td>735</td>
</tr>
<tr>
<td>City of Tallahassee</td>
<td>734</td>
</tr>
<tr>
<td>South Midsize Average</td>
<td>733</td>
</tr>
<tr>
<td>Cleco Power</td>
<td>728</td>
</tr>
<tr>
<td>Southwestern Electric Power</td>
<td>727</td>
</tr>
<tr>
<td>Austin Energy</td>
<td>721</td>
</tr>
<tr>
<td>Lakeland Electric</td>
<td>709</td>
</tr>
<tr>
<td>Huntsville Utilities</td>
<td>704</td>
</tr>
<tr>
<td>NES</td>
<td>703</td>
</tr>
<tr>
<td>Knoxville Utilities Board</td>
<td>692</td>
</tr>
<tr>
<td>Entergy New Orleans</td>
<td>680</td>
</tr>
<tr>
<td>MLGW</td>
<td>666</td>
</tr>
</tbody>
</table>

Source: J.D. Power 2019 Electric Utility Residential Customer Satisfaction StudySM

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Customer Satisfaction Index Ranking
West Region: Midsize Segment
*(Based on a 1,000-point scale)*

- Clark Public Utilities: 796
- Idaho Power: 768
- Anaheim Public Utilities: 758
- Imperial Irrigation District: 756
- Colorado Springs Utilities: 745
- Tacoma Power: 738
- Snohomish County PUD: 735
- Montana-Dakota Utilities: 731
- Tucson Electric Power: 728
- West Midsize Average: 725
- Avista: 722
- NorthWestern Energy: 713
- Seattle City Light: 713
- PNM: 695
- El Paso Electric: 693
- Hawaiian Electric: 692
- Black Hills Energy: 688

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