

2019 Customer Satisfaction Ranking (based on 2018 JD Power Surveys)

Customer Satisfaction Rankings are determined by JD Powers & Associates' annual overall residential customer satisfaction score (higher score = higher ranking). Satisfaction scores are adjusted for Heating and Cooling Degree Days as reported by NOAA, and natural gas distribution under the same brand. (As determined by OLS regression analysis, higher heating and cooling degree days and natural gas distribution are correlated with increased satisfaction scores).

Rank	Utility	Rank	Utility	Rank	Utility	Rank	Utility
1	Mid-American Energy	31	Puget Sound Energy	61	Nevada Power Co	91	PS New Mexico
2	Idaho Power	32	Ameren Missouri	62	Delmarva	92	Orange & Rockland
3	Kentucky Utilities	33	Gulf Power	63	Atlantic City Electric	93	Rockland Electric
4	Portland GE	34	Entergy Texas	64	ConEd	94	El Paso Electric
5	Entergy Mississippi	35	SWEPCO	65	Southwestern PS	95	Emera Maine
6	PPL Energy	36	Wisconsin P&L	66	Duke Energy Kentucky	96	Black Hills Colorado
7	Otter Tail Power	37	Dayton Power & Light	67	NYSEG	97	United Illuminating
8	Entergy Arkansas	38	Louisville G&E	68	Northwestern Energy	98	Duke Energy Florida
9	Georgia Power	39	ComEd	69	Avista	99	Entergy New Orleans
10	DTE Energy	40	Baltimore G&E	70	Central Maine Power	100	Vectren
11	Ohio Edison	41	Florida P&L	71	CLECO	101	Kentucky Power
12	Wheeling Power	42	Penelec	72	Duquesne Light		
13	Alabama Power	43	Duke Energy Indiana	73	Jersey Central P&L		
14	Minnesota Power	44	KCP&L Greater Missouri	74	Westar Energy		
15	Madison G&E	45	Ohio Power	75	Massachusetts Electric		
16	Wisconsin Public Svc.	46	PS Colorado	76	Appalachian Power		
17	Green Mountain Power	47	Duke Energy Progress	77	Narragansett Electric		
18	Consumers Energy	48	Kansas City P&L	78	Cleveland Illuminating		
19	Indiana-Michigan Power	49	Public Service E&G	79	CL&P		
20	SoCal Edison	50	Duke Energy Carolinas	80	Niagara Mohawk		
21	Penn Power	51	PS Oklahoma	81	MonPower		
22	PECO	52	Potomac Edison	82	Tampa Electric Co.		
23	Mississippi Power	53	Interstate P&L	83	PS New Hampshire		
24	Indianapolis P&L	54	PEPCO	84	South Carolina E&G		
25	Wisconsin Electric	55	Met-Ed	85	Eversource		
26	PacifiCorp	56	Duke Energy Ohio	86	Empire District Electric		
27	Ameren Illinois	57	Pacific G&E	87	Arizona Public Service		
28	NSP-Minnesota	58	West Penn Power	88	San Diego G&E		
29	Dominion	59	Toledo Edison	89	Central Hudson G&E		
30	NSP-Wisconsin	60	Rochester G&E	90	Black Hills Power		