

2017 Overall Customer Value Ranking

The Overall Customer Value Ranking is determined by individual rankings in capital spending (lower spend = higher ranking), O&M spending (lower spend = higher ranking), reliability (SAIDI without major event days, lower SAIDI = higher ranking), and customer satisfaction (JD Power, higher score = higher ranking).

Utilities missing any one of the four individual determinants are not included in the Overall Ranking.

Individual determinant rankings are available at www.utilityevaluator.com/customer-value-ranking.html

1	Florida Power & Light	35	Duke Energy Ohio	69	Ameren Missouri
2	Public Service Colorado	36	Idaho Power	69	Penelec
3	Indianapolis Power & Light		PECO	71	Tampa Electric Co.
4	Mid-American		Potomac Edison	71	Westar Energy
5	PPL	39	Duquesne Light	73	Duke Energy Carolinas
6	NSP-Minnesota		West Penn Power	74	Consolidated Edison
7	NSP-Wisconsin	41	Interstate Power & Light	75	Southern California Edison
8	PSE&G	42	Northwestern Energy	76	Jersey Central P&L
9	Toledo Edison		Tucson Electric Power	77	Narragansett Electric
10	Wisconsin Electric	44	Arizona Public Service	78	Delmarva Power
11	Nevada Power Co	45	El Paso Electric	79	Niagara Mohawk
12	Louisville Gas & Electric	46	Entergy Mississippi	80	Ohio Power
13	Wisconsin Power & Light	47	Alabama Power	81	Vectren
14	Cleveland Illuminating	48	Entergy Louisiana	82	Appalachian Power
15	Ohio Edison	49	Consumers Energy	83	CLECO
16	Gulf Power	50	Central Maine Power	84	Mississippi Power
17	Kentucky Utilities		KCP&L Greater Missouri	85	Massachusetts Electric
18	Wisconsin Public Service	52	Oklahoma Gas & Electric	85	PS New Hampshire
19	Otter Tail Power	53	Baltimore Gas & Electric	87	Eversource
20	Dayton Power & Light	54	Duke Energy Progress	87	Pacific Gas & Electric
20	Penn Power	55	Duke Energy Florida	89	New York State E&G
22	PacifiCorp	56	Duke Energy Indiana	90	Ameren Illinois
23	PNM	57	Georgia Power	91	Atlantic City Electric
24	Rochester G&E	58	Minnesota Power	92	Entergy Arkansas
25	Dominion Energy	59	South Carolina E&G	93	San Diego Gas & Electric
26	Duke Energy Kentucky	60	Emera Maine	94	Monongahela Power
27	Portland General Electric		PEPCO	95	Empire District Electric
28	Green Mountain Power	62	DTE Energy	96	United Illuminating
29	Entergy Texas	63	Avista	97	Connecticut Light & Power
30	PS Oklahoma		Madison Gas & Electric	98	Central Hudson G&E
30	Southwestern Public Svc.	65	Puget Sound Energy	99	Western Mass. Electric
32	Indiana-Michigan Power	66	KCP&L	100	Entergy New Orleans
33	Commonwealth Edison		Wheeling Power	101	Orange & Rockland
	Metropolitan Edison	68	SWEPSCO	102	Kentucky Power