

2021 U.S. Investor-Owned Utility Customer Value Ranking

Overall customer value rank is determined by utility rankings in Capital Spending, O&M Spending, SAIDI without major event days (lower = higher ranking) and Overall Residential Customer Satisfaction Scores from JD Power (higher = higher ranking). Utilities missing any one of the four individual determinants are not included in the overall ranking.

| Rank | Utility | Rank | Utility | Rank | Utility |
|------|-------------------------------|------|-------------------------------|------|-------------------------------|
| 1 | Florida Power & Light | 35 | Ameren Missouri | 69 | Minnesota Power |
| 2 | Nevada Power Co. | 35 | Ameren Illinois | 69 | Wheeling Power |
| 3 | Mid-American | 37 | Madison Gas & Electric | 71 | Alliant Energy |
| 4 | PPL Electric Utilities | 38 | Potomac Edison | 72 | Appalachian Power |
| 5 | Public Service Electric & Gas | 39 | Consolidated Edison | 73 | Entergy Mississippi |
| 6 | Toledo Edison | 40 | Public Service New Mexico | 74 | CLECO |
| 7 | Kentucky Utilities | 40 | Wisconsin Power & Light | 75 | Avista |
| 7 | Wisconsin Public Service | 42 | Puget Sound Energy | 76 | Northwestern Energy |
| 9 | Xcel Energy Colorado | 43 | Duke Energy Indiana | 77 | Evergy Missouri West |
| 10 | Xcel Energy Minnesota | 43 | Rochester Gas & Electric | 78 | Public Service New Hampshire |
| 11 | Gulf Power | 45 | El Paso Electric | 78 | Versant Power |
| 12 | Commonwealth Edison | 46 | Consumers Energy | 80 | Southern California Edison |
| 13 | Xcel Energy Wisconsin | 47 | Portland GE | 81 | Penelec |
| 14 | Cleveland Illuminating | 48 | Black Hills Colorado | 82 | Connecticut Light & Power |
| 15 | Louisville Gas & Electric | 49 | PECO | 83 | Otter Tail Power |
| 16 | Public Service Oklahoma | 49 | Green Mountain Power | 84 | Narragansett Electric |
| 16 | Southwestern Public Service | 51 | Duke Energy Florida | 85 | Niagara Mohawk |
| 18 | Ohio Edison | 51 | South Carolina Electric & Gas | 86 | NYSEG |
| 18 | PacifiCorp | 51 | Indiana-Michigan Power | 87 | Central Maine Power |
| 20 | Indianapolis Power & Light | 54 | Dominion | 88 | Massachusetts Electric |
| 21 | Penn Power | 54 | Entergy Texas | 88 | Entergy Arkansas |
| 22 | Wisconsin Electric | 54 | Oklahoma Gas & Electric | 90 | Black Hills Power |
| 22 | PEPCO | 54 | Met-Ed | 91 | Central Hudson Gas & Electric |
| 24 | Duke Energy Progress | 58 | Arizona Public Service | 92 | Empire District Electric |
| 25 | Georgia Power | 59 | Delmarva Power & Light | 93 | Orange & Rockland |
| 26 | Duke Energy Ohio | 60 | Mississippi Power | 94 | United Illuminating |
| 27 | Dayton Power & Light | 61 | Evergy Metro | 95 | Jersey Central Power & Light |
| 28 | Tampa Electric Co. | 62 | West Penn Power | 96 | San Diego Gas & Electric |
| 29 | Evergy Kansas Central | 62 | Alabama Power | 96 | Vectren |
| 30 | Idaho Power | 64 | Duquesne Light | 98 | Kentucky Power |
| 31 | Duke Energy Kentucky | 65 | DTE Energy | 99 | Entergy New Orleans |
| 31 | BG&E | 65 | Atlantic City Electric | 99 | MonPower |
| 33 | Ohio Power | 67 | Eversource | 101 | Pacific Gas & Electric |
| 34 | Duke Energy Carolinas | 68 | SWEPCO | | |