

2016 Overall Customer Value Ranking

The Overall Customer Value Ranking is determined by individual rankings in capital spending (lower=better), O&M spending (lower=better), reliability (SAIDI w/o MED), and customer satisfaction (JD Power, higher=better). Individual category rankings can be accessed at www.utilityevaluator.com/customer-value-ranking.html

1	FP&L	35	Georgia Power	69	Emera Maine
2	Mid-American	35	Duke Energy Ohio	70	Indiana-Michigan Power
3	Toledo Edison	37	PECO	71	Ameren Illinois
4	NV Energy	38	Entergy Texas	71	Mississippi Power
5	NSP-Wisconsin	38	APS	73	SCE&G
6	IPL	40	West Penn Power	73	Duke Energy Indiana
7	Gulf Power	40	Potomac Edison	75	Atlantic City Electric
7	NSP-Minnesota	42	Idaho Power	76	Wheeling Power
9	PPL	43	PNM	77	PS New Hampshire
10	Central Maine Power	44	Puget Sound Energy	78	Madison G&E
11	PSE&G	45	Alabama Power	79	Ameren Missouri
12	Kentucky Utilities	46	Interstate P&L	80	Narragansett Electric
13	Otter Tail Power	46	Met-Ed	81	KCP&L Greater Missouri
14	Penn Power	48	Duke Energy Florida	82	SCE
14	Ohio Edison	49	Green Mountain Power	82	Ohio Power
16	PS Colorado	50	NYSEG	84	PG&E
17	WPS	51	SWEPSCO	85	SDG&E
17	Wisconsin Electric	52	Appalachian Power	86	Entergy Arkansas
19	Duquesne Light	53	El Paso Electric	86	Niagara Mohawk
20	Portland GE	54	Delmarva	88	PEPCO
21	PS Oklahoma	55	Eversource	89	Vectren
22	PacifiCorp	56	CLECO	90	Westar Energy
22	Louisville G&E	57	Duke Energy Carolinas	91	KCP&L
24	Cleveland Illuminating	57	Duke Energy Progress	92	MonPower
25	WPL	59	Jersey Central P&L	93	Western Mass Electric
26	SPS	60	Penelec	94	Central Hudson G&E
27	Minnesota Power	60	BG&E	95	Pike County L&P
28	Rochester G&E	60	ComEd	96	Empire District Electric
29	Dominion	63	Northwestern Energy	97	Kentucky Power
30	Consumers Energy	64	DTE Energy	98	United Illuminating
31	Dayton Power & Light	64	Massachusetts Electric	98	CL&P
32	Duke Energy Kentucky	64	TECO	100	Entergy New Orleans
33	OG&E	67	ConEd	101	Orange & Rockland
34	Entergy Mississippi	68	Kansas G&E		