

2021 Customer Satisfaction Ranking

The Customer Satisfaction Ranking is determined by JD Powers & Associates' annual overall residential customer satisfaction score (higher=better). Satisfaction scores are adjusted for O&M spending; reliability performance (SAIDI without major event days as reported on EIA Form 861); Heating and Cooling Degree Days as reported by NOAA; and whether or not a utility also provides natural gas.

Rank	Utility	Rank	Utility	Rank	Utility	Rank	Utility
1	Idaho Power	31	Puget Sound Energy	61	Penn Power	91	Eversource
2	FP&L	32	Green Mountain Power	62	West Penn Power	92	Otter Tail Power
3	Wheeling Power	33	PSE&G	63	Indianapolis P&L	93	Rockland Electric
4	Georgia Power	34	OG&E	64	PNM	94	Orange & Rockland
5	Entergy Mississippi	35	Indiana-Michigan Power	65	SDG&E	95	Entergy New Orleans
6	Kentucky Utilities	36	Duke Energy Indiana	66	Massachusetts Electric	96	PG&E
7	Entergy Texas	37	BG&E	67	Cleveland Illuminating	97	Versant Power
8	Mississippi Power	38	Consumers Energy	68	Duquesne Light	98	United Illuminating
9	Mid-American	39	PEPCO	69	Gulf Power	99	Black Hills Colorado
10	CLECO	40	ConEd	70	Evergy Kansas Central	100	Empire District Electric
11	Entergy Arkansas	41	Duke Energy Florida	71	Potomac Edison	101	Vectren
12	Alabama Power	42	PECO	72	Toledo Edison	102	Central Maine Power
13	Ameren Missouri	43	Dayton Power & Light	73	Wisconsin Electric		
14	PPL	44	Ohio Edison	74	Appalachian Power		
15	SPS	45	Louisville G&E	75	APS		
16	Duke Energy Progress	46	Rochester G&E	76	Kentucky Power		
17	SCE	47	PS Colorado	77	Narragansett Electric		
18	Ameren Illinois	48	Minnesota Power	78	Penelec		
19	NSP-Minnesota	49	SWEPSCO	79	Niagara Mohawk		
20	Portland GE	50	Atlantic City Electric	80	El Paso Electric		
21	Ohio Power	51	Evergy Missouri West	81	WPL		
22	WPS	52	Dominion	82	Alliant Energy		
23	PacifiCorp	53	Met-Ed	83	MonPower		
24	NSP-Wisconsin	54	Nevada Power Co.	84	Central Hudson G&E		
25	DTE Energy	55	Duke Energy Ohio	85	Jersey Central P&L		
26	Avista	56	Duke Energy Kentucky	86	Northwestern Energy		
27	TECO	57	Evergy Metro	87	CL&P		
28	PS Oklahoma	58	Delmarva	88	NYSEG		
29	Duke Energy Carolinas	59	SCE&G	89	Black Hills Power		
30	Madison G&E	60	ComEd	90	PS New Hampshire		

