

2019 Overall Customer Value Ranking

Overall Customer Value Rankings are determined by individual rankings in Capital Spending, O&M Spending, SAIDI without Major Event Days (lower = higher ranking) and JD Power Overall Residential Customer Satisfaction Score (higher = higher ranking). A utility missing any one of the four individual determinants is not included in the Overall Rankings. Individual determinant rankings, as well as prior years' rankings, are available at utilityevaluator.com/customer-value-ranking.

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