

## 2020 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.

Rank	Utility	Rank	Utility	Rank	Utility
1	Florida Power & Light	34	West Penn Power	67	Alabama Power
2	Mid-American Energy	35	Westar Energy	68	Appalachian Power
3	Toledo Edison	35	Potomac Electric Power Co	69	Versant Power
3	PSE&G (NJ)	37	Delmarva	70	Ameren Missouri
5	Northern States Power - M	38	Public Service New Mexicc	71	Wheeling Power
6	Nevada Power Co	39	Rochester G&E	72	SWEPCO
6	Wisconsin Public Service	40	Madison G&E	72	Southern California Edison
8	PPL Corporation	40	Black Hills Colorado	74	Avista
8	Public Service Colorado	40	Ameren Illinois	74	Penelec
10	PacifiCorp	43	Duke Energy Carolinas	76	Evergy Kansas City
11	Kentucky Utilities	44	Duke Energy Progress	77	New York State E&G
11	Northern States Power - W	45	Duke Energy Indiana	77	Central Maine Power
13	Indianapolis Power & Light	45	Green Mountain Power	79	Niagara Mohawk
13	Wisconsin Electric	45	Consumers Energy	80	Massachusetts Electric
15	Commonwealth Edison	45	Penn Power	81	Narragansett Electric
16	Idaho Power	49	Tampa Electric Company	81	Central Louisiana Electric Co.
17	Louisville Gas & Electric	50	Mississippi Power	83	Jersey Central P&L
18	Gulf Power	51	El Paso Electric	84	Otter Tail Power
18	Ohio Edison	52	Duke Energy Florida	85	Black Hills Power
20	Dayton Power & Light	52	Consolidated Edison	86	United Illuminating
21	Georgia Power	54	South Carolina E&G	87	MonPower
22	Public Service Oklahoma	55	Entergy Mississippi	88	Central Hudson G&E
23	Duquesne Light	56	Met-Ed	89	San Diego Gas & Electric
24	Southwestern Public Servi	56	Interstate Power & Light	89	Public Service New Hampshire
25	Baltimore Gas & Electric	58	Dominion	91	Entergy Arkansas
26	Potomac Edison	58	Indiana-Michigan Power	92	Evergy Greater Missouri
27	Ohio Power	60	DTE Energy	93	Orange & Rockland
28	PECO	61	Eversource	94	Entergy New Orleans
29	Puget Sound Energy	62	Entergy Texas	95	Empire District Electric
29	Oklahoma Gas & Electric	63	Minnesota Power	96	Vectren
29	Wisconsin Power & Light	64	Northwestern Energy	97	Connecticut Light & Power
32	Duke Energy Kentucky	65	Atlantic City Electric	98	Pacific Gas & Electric
32	Portland General Electric	66	Arizona Public Service	98	Kentucky Power