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.

25 Baltimore Gas & Electric58 Dominion91 Entergy Arkansas26 Potomac Edison58 Indiana-Michigan Power92 Evergy Greater Missouri27 Ohio Power60 DTE Energy93 Orange & Rockland28 PECO61 Eversource94 Entergy New Orleans29 Puget Sound Energy62 Entergy Texas95 Empire District Electric29 Oklahoma Gas & Electric63 Minnesota Power96 Vectren	Rank Utility	Rank Utility	Rank Utility
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32 Duke Energy Kentucky 65 Atlantic City Electric 98 Pacific Gas & Electric	32 Duke Energy Kentucky	65 Atlantic City Electric	98 Pacific Gas & Electric
32 Portland General Electric 66 Arizona Public Service 98 Kentucky Power	32 Portland General Electric	66 Arizona Public Service	98 Kentucky Power