

2018 Customer Value Ranking (based on 2017 data)

The Overall Customer Value Ranking is determined by individual rankings in capital spending (lower spend = higher ranking), O&M spending (lower spend = higher ranking), reliability (SAIDI without major event days, lower SAIDI = higher ranking), and customer satisfaction (JD Power, higher score = higher ranking).

Utilities missing any one of the four individual determinants are not included in the Overall Ranking.

Individual determinant rankings are available at www.utilityevaluator.com/customer-value-ranking.html

1	Toledo Edison	34	PEPCO	71	South Carolina E&G
2	NSP-Minnesota	37	Tucson Electric Power Co.	72	Ameren Missouri
3	Nevada Power Co	38	Ohio Power	73	El Paso Electric
4	Cleveland Illuminating	38	Potomac Edison	74	Kansas City Power & Light
5	Kentucky Utilities	40	Entergy Mississippi	75	Delmarva
5	Wisconsin Electric (tie)	41	Baltimore G&E	76	Atlantic City Electric
7	Public Service Colorado	42	Duke Energy Progress	77	CLECO
8	Wisconsin Public Service	43	ConEd	77	Mississippi Power
9	PPL Electric Utilities	43	Idaho Power	79	Appalachian Power
9	NSP-Wisconsin	45	Madison G&E	80	DTE Energy
11	Public Service E&G	46	Duke Energy Florida	80	Eversource
12	Ohio Edison	46	PS Oklahoma	82	Jersey Central P&L
13	Indianapolis P&L	48	Portland GE	83	Northwestern Energy
14	Louisville G&E	49	Duke Energy Indiana	84	Southern California Edison
15	Mid-American	51	Cheyenne LF&P	85	West Penn Power
16	Florida Power & Light	51	Indiana-Michigan Power	86	Narragansett Electric
17	PacifiCorp	51	Met-Ed	87	PS New Hampshire
18	Otter Tail Power	53	Arizona Public Service	88	Massachusetts Electric
19	ComEd	53	Minnesota Power	89	Niagara Mohawk
20	Dominion	55	Westar Energy	90	Black Hills Power
21	Gulf Power	56	Duke Energy Carolinas	91	Entergy Arkansas
22	Penn Power	57	Ameren Illinois	92	Connecticut Light & Power
23	Central Maine Power	57	Public Service New Mexico	93	Avista
24	Rochester G&E	59	Interstate Power & Light	94	Vectren
25	Southwestern Public Svce	60	New York State E&G	95	United Illuminating
26	Dayton Power & Light	60	UniSource Energy	96	Orange & Rockland
26	Georgia Power	62	Oklahoma G&E	97	Western Mass Electric
28	Philadelphia Electric Co.	63	Wheeling Power	98	Central Hudson G&E
29	Duke Energy Ohio	64	Emera Maine	99	Entergy New Orleans
29	Wisconsin Power & Light	65	Tampa Electric Company	100	San Diego Gas & Electric
31	Duke Energy Kentucky	66	SWEPSCO	101	Pacific Gas & Electric
31	Entergy Texas	67	Black Hills Colorado	102	Empire District Electric
31	Green Mountain Power	68	KCP&L Greater Missouri	103	MonPower
34	Consumers Energy	69	Penelec	104	Kentucky Power
34	Duquesne Light	70	Alabama Power		