

## 2017 Customer Satisfaction Ranking (higher score = higher ranking)

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

1	Portland GE	36	Wheeling Power	71	Penelec
2	Idaho Power	37	Northwestern Energy	72	Kentucky Power
3	Alabama Power	38	KCP&L	73	Ohio Power
4	Entergy Arkansas	39	Duke Energy Progress	74	TEPCO
5	Otter Tail Power	40	KCP&L Greater Missouri	75	Jersey Central P&L
6	Kentucky Utilities	41	Avista	76	Madison G&E
7	Entergy Mississippi	42	Consumers Energy	77	CLECO
8	Mid-American	43	Met-Ed	78	Narragansett Electric
9	PPL	44	Ohio Edison	79	Emera Maine
10	DTE Energy	45	SCE&G	80	Westar Energy
11	Minnesota Power	46	BG&E	81	Atlantic City Electric
12	Entergy Texas	47	Duke Energy Ohio	82	Duquesne Light
13	Georgia Power	48	APS	83	NYSEG
14	OG&E	49	West Penn Power	84	Western Mass Electric
15	Dominion	50	PS Oklahoma	85	Niagara Mohawk
16	Green Mountain Power	51	Puget Sound Energy	86	United Illuminating
17	IPL	52	SDG&E	87	CL&P
18	WPS	53	ConEd	88	Central Hudson G&E
19	FP&L	54	PECO	89	Toledo Edison
20	NSP-Minnesota	55	Central Maine Power	90	Potomac Edison
21	NSP-Wisconsin	56	ComEd	91	Cleveland Illuminating
22	SCE	57	SWEPCO	92	TECO
23	Indiana-Michigan Power	58	PNM	93	PS New Hampshire
24	WPL	59	Duke Energy Carolinas	94	Rockland Electric
25	Gulf Power	60	Ameren Missouri	95	MonPower
26	Louisville G&E	61	Rochester G&E	96	Appalachian Power
27	PG&E	62	Duke Energy Kentucky	97	Eversource
28	Entergy Louisiana	63	SPS	98	Orange & Rockland
29	Interstate P&L	64	Delmarva	99	Empire District Electric
30	Dayton Power & Light	65	Mississippi Power	100	Vectren
31	PacifiCorp	66	Penn Power	101	Entergy New Orleans
32	PS Colorado	67	Pepco	102	El Paso Electric
33	Duke Energy Indiana	68	Nevada Power Co	103	Duke Energy Florida
34	PSE&G	69	Ameren Illinois		
35	Wisconsin Electric	70	Massachusetts Electric		