

2018 Customer Satisfaction Ranking (based on 2017 data)

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), Heating and Cooling Degree Days (HDD and CDD data downloaded from NOAA <https://www7.ncdc.noaa.gov/CDO/cdodivisionalselect.cmd>), and whether or not a utility also provides natural gas service.

1 Idaho Power	36 Public Service E&G	71 Massachusetts Electric
2 Otter Tail Power	37 Duke Energy Carolinas	72 Arizona Public Service
3 Kentucky Utilities	38 Duke Energy Ohio	73 Tucson Electric Power Co.
4 Minnesota Power	39 Southern California Edison	74 Entergy New Orleans
5 Portland GE	40 ComEd	75 Rockland Electric
6 Entergy Mississippi	41 Duke Energy Progress	76 San Diego G&E
7 Mid-American	42 SWEPCO	77 Orange & Rockland
8 Georgia Power	43 Wisconsin Power & Light	78 Emera Maine
9 Alabama Power	44 Duquesne Light	79 Narragansett Electric
10 Florida Power and Light	45 Public Service Colorado	80 Black Hills Power
11 PPL Electric Utilities	46 KCP&L Greater Missouri	81 Central Hudson G&E
12 Entergy Arkansas	47 Philadelphia Electric Co.	82 South Carolina E&G
13 Gulf Power	48 Southwestern Public Svc.	83 Nevada Power Co
14 Central Maine Power	49 Kansas City Power & Light	84 Delmarva
15 Wheeling Power	50 Indianapolis Power & Light	85 Atlantic City Electric
16 DTE Energy	51 Cleveland Illuminating	86 Western Mass Electric
17 Entergy Texas	52 PS Oklahoma	87 Potomac Edison
18 NSP-Minnesota	53 Penn Power	88 UniSource Energy
19 ConEd	54 Northwestern Energy	89 Niagara Mohawk
20 Louisville G&E	55 Dayton Power & Light	90 Tampa Electric Company
21 PacifiCorp	56 Duke Energy Kentucky	91 PS New Hampshire
22 Dominion	57 Interstate Power & Light	92 United Illuminating
23 NSP-Wisconsin	58 Ameren Missouri	93 Duke Energy Florida
24 Green Mountain Power	59 Ohio Power	94 West Penn Power
25 Wisconsin Public Service	60 Penelec	95 Jersey Central P&L
26 Oklahoma G&E	61 Westar Energy	96 Connecticut P&L
27 Ohio Edison	62 Baltimore G&E	97 Empire District Electric
28 Duke Energy Indiana	63 Rochester G&E	98 Eversource
29 Consumers Energy	64 PEPCO	99 Cheyenne LF&P
30 Ameren Illinois	65 Met-Ed	100 Black Hills Colorado
31 Wisconsin Electric	66 Avista	101 El Paso Electric
32 Madison G&E	67 Central Louisiana Electric	102 Kentucky Power
33 New York State E&G	68 Pacific G&E	103 Vectren
34 Indiana-Michigan Power	69 Appalachian Power	104 PS New Mexico
35 Mississippi Power	70 Toledo Edison	105 MonPower