

2020 Customer Satisfaction Ranking

The Customer Satisfaction Ranking is determined by JD Powers & Associates' annual overall residential customer satisfaction score (higher=better). Satisfaction scores are adjusted for O&M spending and reliability performance (SAIDI without MED) as reported on EIA Form 861; heating and cooling degree days as reported by NOAA; and whether or not the utility also provides natural gas service.

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