

2016 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 reliability performance as reported on EIA Form 861 and "Billing & Customer Service Spending" per customer as reported on FERC Form 1.

1	Entergy Arkansas	36	SWEPSCO	71	TECO
2	OG&E	37	Rochester G&E	72	Toledo Edison
3	Georgia Power	38	Ameren Missouri	73	Duke Energy Progress
4	Alabama Power	39	WPS	74	Appalachian Power
5	Entergy Texas	40	Dayton Power & Light	75	PS Colorado
6	PacifiCorp	41	KCP&L Greater Missouri	76	Central Maine Power
7	Entergy Mississippi	42	Atlantic City Electric	77	Cleveland Illuminating
8	Mid-American	43	NSP-Minnesota	78	Jersey Central P&L
9	Otter Tail Power	44	Ameren Illinois	79	Western Mass Electric
10	PPL	45	SCE&G	80	Niagara Mohawk
11	Idaho Power	46	NSP-Wisconsin	81	El Paso Electric
12	Gulf Power	47	Mississippi Power	82	Central Hudson G&E
13	Portland GE	48	Louisville G&E	83	Narragansett Electric
14	DTE Energy	49	NV Energy	84	PEPCO
15	APS	50	IPL	85	Indiana-Michigan Power
16	Kentucky Utilities	51	WPL	86	Madison G&E
17	FP&L	52	Met-Ed	87	Northwestern Energy
18	Minnesota Power	53	NYSEG	88	Orange & Rockland
19	PSE&G	54	Duke Energy Indiana	89	Empire District Electric
20	CLECO	55	Duke Energy Ohio	90	PS New Hampshire
21	PS Oklahoma	56	Penelec	91	United Illuminating
22	SPS	57	Duke Energy Carolinas	92	PNM
23	SCE	58	Green Mountain Power	93	Potomac Edison
24	Entergy Louisiana	59	Ohio Edison	94	Rockland Electric
25	Entergy Gulf States	60	Duke Energy Kentucky	95	Entergy New Orleans
26	Puget Sound Energy	61	KCP&L	96	MonPower
27	Dominion	62	PECO	97	Eversource
28	Consumers Energy	63	Massachusetts Electric	98	Emera Maine
29	Delmarva	64	Wisconsin Electric	99	Vectren
30	Duquesne Light	65	West Penn Power	100	CL&P
31	PG&E	66	BG&E	101	Pike County L&P
32	SDG&E	67	Ohio Power	102	Duke Energy Florida
33	Interstate P&L	68	Wheeling Power	103	Westar Energy
34	ConEd	69	Kentucky Power	104	Kansas G&E
35	Penn Power	70	ComEd		