

J.D. Power Residential Customer Satisfaction Study, 2020



Utility Ranking	Utility	Rating*	Utility Type
1	Sawnee EMC	826	Coop
2	GreyStone Power	816	Coop
3	Clark Public Utilities	812	Muni
4	Salt River Project (SRP)	806	State
5	Sumter Electric Cooperative (SECO) Energy	805	Coop
6	Jackson EMC	803	Coop
7	Northern Virginia Electric Cooperative (NOVEC)	803	Coop
8	Florida Power & Light	801	IOU
9	CoServ (North Texas)	801	Coop
10	Electric Power Board of Chattanooga (EPB)	800	Muni
11	Orlando Utilities Commission (OUC)	799	Muni
12	Magic Valley Electric Cooperative	799	Coop
13	SLEMCO (Louisiana)	792	Coop
14	Georgia Power	791	IOU
15	Southern Maryland Electric Cooperative	789	Coop
16	Cobb EMC	788	Coop
17	Rappahannock Electric Cooperative	786	Coop
18	Idaho Power	784	IOU
19	EnergyUnited	784	Coop
20	Kentucky Utilities	783	IOU
21	Entergy Mississippi	783	IOU
22	Sacramento Municipal Utility District (SMUD)	783	Muni
23	Great Lakes Energy	782	Coop
24	Walton EMC	782	Coop
25	MidAmerican Energy	780	IOU
26	CPS Energy	779	Muni
27	Mississippi Power	777	IOU
28	Middle Tennessee EMC	777	Coop
29	Entergy Louisiana	774	IOU
30	Clay Electric Cooperative	774	Coop
31	Pedernales Electric	774	Coop
32	Alabama Power	773	IOU
33	Cleco Power	773	IOU
34	PPL Electric Utilities	771	IOU
35	Public Service Company of Oklahoma	771	IOU
36	Xcel Energy	771	IOU
37	Ameren Illinois	770	IOU
38	Wisconsin Public Service (WPS)	770	IOU
39	Duke Energy Progress	770	IOU
40	Tampa Electric	769	IOU
41	Santee Cooper	769	State
42	Entergy Texas	768	IOU
43	Public Service Electric & Gas (PSE&G)	767	IOU
44	Rocky Mountain Power	767	IOU
45	Lee County Electric Cooperative	767	Coop
46	Xcel Energy	766	IOU
47	Entergy Arkansas	765	IOU
48	Portland General Electric (PGE)	765	IOU
49	Avista	765	IOU
50	DTE Energy	764	IOU
51	Duke Energy Carolinas	764	IOU
52	Puget Sound Energy	764	IOU
53	Anaheim Public Utilities	764	Muni
54	Withlacoochee River Electric Cooperative	764	Coop
55	American Electric Power (AEP) Ohio	763	IOU
56	Madison Gas & Electric	763	IOU
57	Oklahoma Gas & Electric (OG&E)	763	IOU
58	Baltimore Gas & Electric (BGE)	762	IOU
59	Ameren Missouri	762	IOU
60	Colorado Springs Utilities	761	Muni
61	NV Energy	760	IOU
62	Consolidated Edison	759	IOU
63	Louisville Gas & Electric	759	IOU
64	Connexus Energy	758	Coop
65	Philadelphia Electric Company (PECO)	757	IOU
66	Consumers Energy	757	IOU
67	Duke Energy Florida	757	IOU
68	Pacific Power	756	IOU
69	Southern California Edison	756	IOU
70	Duke Energy	755	IOU

12 of the 13 highest rated utilities are Consumer-Owned Utilities

Utility Ranking	Utility	Rating*	Utility Type
71	Ohio Edison	755	IOU
72	Xcel Energy	755	IOU
73	Potomac Electric Company (PEPCO)	754	IOU
74	Dayton Power & Light	753	IOU
75	Dominion Energy	753	IOU
76	Rochester Gas & Electric	752	IOU
77	Indiana Michigan Power	752	IOU
78	Seattle City Light	751	Muni
79	Tucson Electric Power	751	IOU
80	Green Mountain Power	750	IOU
81	Lincoln Electric System	750	Muni
82	Austin Energy	750	Muni
83	Omaha Public Power District	749	Muni
84	Delmarva Power	748	IOU
85	Tacoma Power	748	Muni
86	Commonwealth Edison (ComEd)	746	IOU
87	Gulf Power	746	IOU
88	Southwestern Electric Power	746	IOU
89	Intermountain Rural Electric Association	746	Coop
90	Metropolitan Edison	745	IOU
91	Atlantic City Electric	745	IOU
92	Penn Power	745	IOU
93	City of Tallahassee	744	Muni
94	South Central Power	744	Coop
95	Northern Indiana Public Serv (NIPSCO)	743	IOU
96	West Penn Power	742	IOU
97	Public Service Company of New Mexico (PNM)	742	IOU
98	Snohomish County Public Utility District (PUD)	742	Muni
99	Indianapolis Power & Light	741	IOU
100	Huntsville Utilities	741	Muni
101	San Diego Gas & Electric	740	IOU
102	The Illuminating Company	739	IOU
103	Jackson Energy Authority (JEA)	739	Muni
104	Montana-Dakota Utilities	738	IOU
105	Duquesne Power	737	IOU
106	Eversource	736	IOU
107	We Energies	736	IOU
108	Toledo Edison	736	IOU
109	Imperial Irrigation District	736	State?
110	Potomac Edison	735	IOU
111	Minnesota Power	735	IOU
112	Lakeland Electric	735	Muni
113	Arizona Public Service (APS)	735	IOU
114	Nashville Electric Service (NES)	734	Muni
115	DEMCO (Louisiana)	730	Coop
116	El Paso Electric	729	IOU
117	Pennsylvania Electric Company (Penelec)	724	IOU
118	National Grid	722	IOU
119	Alliant Energy	722	IOU
120	Los Angeles Department of Water & Power	721	Muni
121	Appalachian Power	718	IOU
122	Hawaiian Electric	718	IOU
123	Kentucky Power	717	IOU
124	City Utilities	716	IOU
125	NorthWestern Energy	716	IOU
126	Mon Power	713	IOU
127	Central Hudson Gas & Electric	712	IOU
128	Knoxville Utilities Board	712	Muni
129	Eversource	711	IOU
130	Jersey Central Power & Light	710	IOU
131	New York State Electric & Gas (NYSEG)	707	IOU
132	Entergy New Orleans	704	IOU
133	Black Hills Energy	699	IOU
134	Orange & Rockland	693	IOU
135	United Illuminating	693	IOU
136	Memphis Light, Gas and Water (MLGW)	692	Muni
137	Pacific Gas & Electric	692	IOU
138	Otter Tail Power Company	691	IOU
139	Vectren	690	IOU
140	Versant (formerly Emera Maine)	689	IOU
141	Empire District Electric	684	IOU
142	Central Maine Power	634	IOU

Versant

CMP



13 of the 14 lowest rated utilities are Investor-Owned Utilities, including both CMP and Versant

Average Utility Rating 752.4
Average IOU Rating 744.5
Average COU Rating 768.2