



CONTACT: Seth Berry (Bulgar-Medina, Costin, Dunn), 207-522-1609, [bhamberry@gmail.com](mailto:bhamberry@gmail.com)

## **FOR IMMEDIATE RELEASE: CMP Ranked Worst Large-to-Mid Sized Electric Utility by Far in U.S. by Business Customers, for 4th Straight Year**

December 8, 2022, YARMOUTH, ME

According to J.D. Power's 2022 Study of Electric Utility Business Customer Satisfaction, [released this week](#), Central Maine Power (CMP) again ranked dead last in the nation for customer satisfaction among decision-makers at local businesses. This was the fourth year running that the company placed last in the U.S., with a score lagging far behind all others.

"For many small business owners, the electricity bill is one of the largest line items in their budget, and can mean the difference between being able to grow their business or shut their doors," said **Selecca Bulgar-Medina**, Director of the [Maine Small Business Coalition](#). "CMP takes advantage of being the only game in town and their abysmal rankings again show they will always put their foreign shareholder profits first, and their hard-working customers last."

The Maine Small Business Coalition, a statewide group representing the interests of Maine business owners, has become one of the many members of the fast-growing [Our Power](#) coalition. Our Power and its member groups now represent hundreds of thousands of Maine people, nonprofits and businesses working to put power back in local hands.

"We were customers of a local, nonprofit utility, until moving to Sanford," said **John Costin**, owner of Veneer Services Unlimited and manager of New Pioneer, LLC. "We are now stuck with CMP, and our electricity rates have more than doubled. No wonder the big industrial expansions these days are in places like the Houlton and Madison, where local, nonprofit electricity is available at half the cost, and money stays in the pockets of hard-working Mainers."

These expansions were among the largest Maine business investments of 2022: [\\$400 million](#) by LP Houlton, a wood products business in the Houlton region, and [\\$130 million](#) by GO Lab, a growing wood fiber insulation factory in Madison. Both businesses are customers of local Maine nonprofit utilities.

CMP has now ranked worst in the nation for four straight years in which data were available. In [2021](#) J.D. Power did not publish Business Customer Satisfaction data for mid-size utilities in the east, lacking "sufficient sample size from enough providers." CMP was previously rated as the worst in the nation by business customers in [2020, 2019 and 2018](#).

Also, while J.D. Power utility ratings are reported by separate region and utility size groups, a look at [all scores](#) shows CMP's score is far lower than any other in the nation.

"This goes way beyond just being the worst," said **Bill Dunn**, an energy consultant based in Yarmouth and volunteer with Our Power. "CMP's score is shockingly bad. They are in a class all their own. In fact, CMP's rating by its business customers is almost as far below the second worst utility (113 points) as the second worst utility is below the best utility (118 points)."

"In over 50 years of consulting in the energy sector across multiple countries and all forms of private and public utilities, I've never seen anything like it," continued Dunn. "If we want to meet our climate goals without killing our economy, we can not depend on a foreign, for-profit monopoly that is guaranteed double-digit profits at our expense."

Due to their smaller sample size of business customers, Versant Power and Maine's ten nonprofit utilities were not included in the J.D. Power survey.

The best-rated utility in the nation, [Salt River Project](#), is a large, nonprofit utility in Arizona, serving more than two million customers.

—

*Additional information from the [J.D. Power press release](#): The J.D. Power Electric Utility Business Customer Satisfaction Study, now in its 24th year, measures satisfaction among business customers of 78 targeted U.S. electric utilities, each of which serves more than 50,000 business customers.*

*Overall satisfaction is examined across six factors (listed in order of importance): power quality and reliability; price; billing and payment; corporate citizenship; customer contact; and communications.*

*The study is based on responses from 18,694 online interviews of business customers in decision-making roles related to their utility company. The study was fielded from February through October 2022.*

—

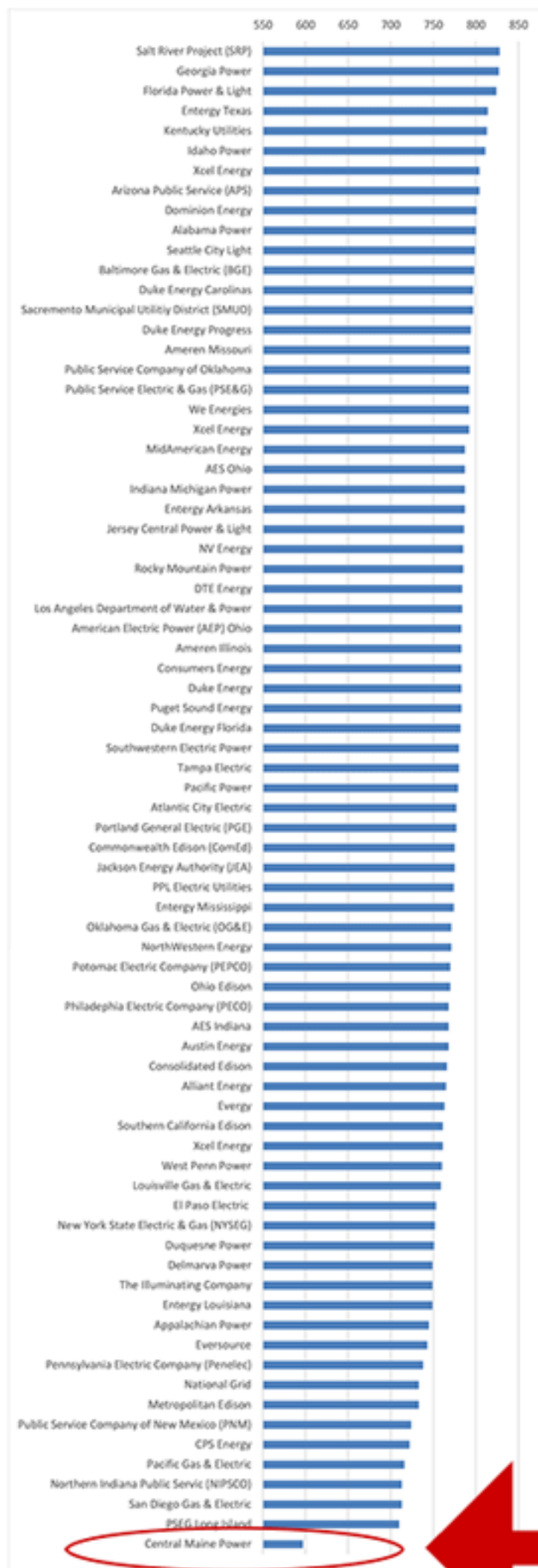
Attached charts and data compiled by Bill Dunn, International Energy Consultant, Yarmouth ME

###

***[Our Power](#) is a coalition of Maine ratepayers, business leaders, energy experts, conservationists, and others committed to putting the Pine Tree State's energy future in the hands of Mainers.***

***[OurPowerMaine.org](#)***

***Paid for and Authorized by Our Power • P.O. Box 4775 • Portland, Maine • 04112***



# Central Maine Power rated Worst Electric Utility in U.S.A. by businesses in 2022 (and 2020, 2019, and 2018)

source: JD Power 2022 Electric Utility Customer Satisfaction Survey

<https://www.jdpower.com/business/press-releases/2022-electric-utility-business-customer-satisfaction-study>

**2022 Business Customer Satisfaction  
Based on J.D. Power Survey Results**

| #  | Utility                                 | Rating* | J.D. Power |         | Utility Type |
|----|---|---------|------------|---------|--------------|
|    |   |         | Region     | Size    |              |
| 1  | Baltimore Gas & Electric (BGE)          | 798     | East       | Large   | IOU          |
| 2  | Public Service Electric & Gas (PSE&G)   | 792     | East       | Large   | IOU          |
| 3  | Jersey Central Power & Light            | 786     | East       | Large   | IOU          |
| 4  | PPL Electric Utilities                  | 774     | East       | Large   | IOU          |
| 5  | Philadelphia Electric Company (PECO)    | 768     | East       | Large   | IOU          |
| 6  | Consolidated Edison                     | 766     | East       | Large   | IOU          |
| 7  | West Penn Power                         | 760     | East       | Large   | IOU          |
| 8  | Large East Segment Average              | 760     | East       | Large   |              |
| 9  | New York State Electric & Gas (NYSEG)   | 752     | East       | Large   | IOU          |
| 10 | Appalachian Power                       | 745     | East       | Large   | IOU          |
| 11 | Eversource                              | 743     | East       | Large   | IOU          |
| 12 | National Grid                           | 733     | East       | Large   | IOU          |
| 13 | PSEG Long Island                        | 710     | East       | Large   | IOU          |
| 14 | Atlantic City Electric                  | 777     | East       | Midsize | IOU          |
| 15 | Potomac Electric Company (PEPCO)        | 770     | East       | Midsize | IOU          |
| 16 | Duquesne Power                          | 751     | East       | Midsize | IOU          |
| 17 | Delmarva Power                          | 749     | East       | Midsize | IOU          |
| 18 | Pennsylvania Electric Company (Penelec) | 738     | East       | Midsize | IOU          |
| 19 | Midsize East Segment Average            | 737     | East       | Midsize |              |
| 20 | Metropolitan Edison                     | 733     | East       | Midsize | IOU          |
| 21 | Central Maine Power                     | 597     | East       | Midsize | IOU          |
| 22 | Ameren Missouri                         | 793     | Midwest    | Large   | IOU          |
| 23 | We Energies                             | 792     | Midwest    | Large   | IOU          |
| 24 | Xcel Energy                             | 792     | Midwest    | Large   | IOU          |
| 25 | MidAmerican Energy                      | 787     | Midwest    | Large   | IOU          |
| 26 | DTE Energy                              | 784     | Midwest    | Large   | IOU          |
| 27 | American Electric Power (AEP) Ohio      | 783     | Midwest    | Large   | IOU          |
| 28 | Ameren Illinois                         | 783     | Midwest    | Large   | IOU          |
| 29 | Consumers Energy                        | 783     | Midwest    | Large   | IOU          |
| 30 | Duke Energy                             | 783     | Midwest    | Large   | IOU          |
| 31 | Large Midwest Segment Average           | 781     | Midwest    | Large   |              |
| 32 | Commonwealth Edison (ComEd)             | 775     | Midwest    | Large   | IOU          |
| 33 | Ohio Edison                             | 770     | Midwest    | Large   | IOU          |
| 34 | Alliant Energy                          | 765     | Midwest    | Large   | IOU          |
| 35 | Eversource                              | 763     | Midwest    | Large   | IOU          |
| 36 | Kentucky Utilities                      | 813     | Midwest    | Midsize | IOU          |
| 37 | AES Ohio                                | 787     | Midwest    | Midsize | IOU          |
| 38 | Indiana Michigan Power                  | 787     | Midwest    | Midsize | IOU          |
| 39 | Midsize Midwest Segment Average         | 769     | Midwest    | Midsize |              |
| 40 | AES Indiana                             | 768     | Midwest    | Midsize | IOU          |
| 41 | Louisville Gas & Electric               | 759     | Midwest    | Midsize | IOU          |

| #  | Utility                                      | Rating* | J.D. Power |         | Utility Type |
|----|--|---------|------------|---------|--------------|
|    |  |         | Region     | Size    |              |
| 42 | The Illuminating Company                     | 749     | Midwest    | Midsize | IOU          |
| 43 | Northern Indiana Public Servc (NIPSCO)       | 713     | Midwest    | Midsize | IOU          |
| 44 | Georgia Power                                | 827     | South      | Large   | IOU          |
| 45 | Florida Power & Light                        | 824     | South      | Large   | IOU          |
| 46 | Dominion Energy                              | 801     | South      | Large   | IOU          |
| 47 | Alabama Power                                | 800     | South      | Large   | IOU          |
| 48 | Large South Segment Average                  | 800     | South      | Large   |              |
| 49 | Duke Energy Carolinas                        | 797     | South      | Large   | IOU          |
| 50 | Duke Energy Progress                         | 794     | South      | Large   | IOU          |
| 51 | Entergy Arkansas                             | 787     | South      | Large   | IOU          |
| 52 | Duke Energy Florida                          | 782     | South      | Large   | IOU          |
| 53 | Oklahoma Gas & Electric (OG&E)               | 771     | South      | Large   | IOU          |
| 54 | Entergy Louisiana                            | 749     | South      | Large   | IOU          |
| 55 | CPS Energy                                   | 722     | South      | Large   | Muni         |
| 56 | Entergy Texas                                | 814     | South      | Midsize | IOU          |
| 57 | Xcel Energy                                  | 804     | South      | Midsize | IOU          |
| 58 | Public Service Company of Oklahoma           | 793     | South      | Midsize | IOU          |
| 59 | Midsize South Segment Average                | 786     | South      | Midsize |              |
| 60 | Southwestern Electric Power                  | 780     | South      | Midsize | IOU          |
| 61 | Tampa Electric                               | 780     | South      | Midsize | IOU          |
| 62 | Jackson Energy Authority (JEA)               | 775     | South      | Midsize | Muni         |
| 63 | Entergy Mississippi                          | 774     | South      | Midsize | IOU          |
| 64 | Austin Energy                                | 768     | South      | Midsize | Muni         |
| 65 | Salt River Project (SRP)                     | 828     | West       | Large   | State        |
| 66 | Idaho Power                                  | 811     | West       | Large   | IOU          |
| 67 | Arizona Public Service (APS)                 | 804     | West       | Large   | IOU          |
| 68 | NV Energy                                    | 785     | West       | Large   | IOU          |
| 69 | Rocky Mountain Power                         | 785     | West       | Large   | IOU          |
| 70 | Puget Sound Energy                           | 783     | West       | Large   | IOU          |
| 71 | Pacific Power                                | 779     | West       | Large   | IOU          |
| 72 | Portland General Electric (PGE)              | 777     | West       | Large   | IOU          |
| 73 | Southern California Edison                   | 761     | West       | Large   | IOU          |
| 74 | Xcel Energy                                  | 761     | West       | Large   | IOU          |
| 75 | Large West Segment Average                   | 760     | West       | Large   |              |
| 76 | Pacific Gas & Electric                       | 716     | West       | Large   | IOU          |
| 77 | San Diego Gas & Electric                     | 713     | West       | Large   | IOU          |
| 78 | Seattle City Light                           | 799     | West       | Midsize | Muni         |
| 79 | Sacramento Municipal Utility District (SMUD) | 797     | West       | Midsize | Muni         |
| 80 | Los Angeles Department of Water & Power      | 784     | West       | Midsize | Muni         |
| 81 | Midsize West Segment Average                 | 773     | West       | Midsize |              |
| 82 | NorthWestern Energy                          | 771     | West       | Midsize | IOU          |
| 83 | El Paso Electric                             | 753     | West       | Midsize | IOU          |
| 84 | Public Service Company of New Mexico (PNM)   | 724     | West       | Midsize | IOU          |

**2022 Business Customer Satisfaction  
Based on J.D. Power Survey Results**

| #  | Utility                                      | Rating* | J.D. Power |         | Utility Type |
|----|--|---------|------------|---------|--------------|
|    |  |         | Region     | Size    |              |
| 1  | Salt River Project (SRP)                     | 828     | West       | Large   | State        |
| 2  | Georgia Power                                | 827     | South      | Large   | IOU          |
| 3  | Florida Power & Light                        | 824     | South      | Large   | IOU          |
| 4  | Entergy Texas                                | 814     | South      | Midsize | IOU          |
| 5  | Kentucky Utilities                           | 813     | Midwest    | Midsize | IOU          |
| 6  | Idaho Power                                  | 811     | West       | Large   | IOU          |
| 7  | Xcel Energy                                  | 804     | South      | Midsize | IOU          |
| 8  | Arizona Public Service (APS)                 | 804     | West       | Large   | IOU          |
| 9  | Dominion Energy                              | 801     | South      | Large   | IOU          |
| 10 | Alabama Power                                | 800     | South      | Large   | IOU          |
| 11 | Seattle City Light                           | 799     | West       | Midsize | Muni         |
| 12 | Baltimore Gas & Electric (BGE)               | 798     | East       | Large   | IOU          |
| 13 | Duke Energy Carolinas                        | 797     | South      | Large   | IOU          |
| 14 | Sacramento Municipal Utility District (SMUD) | 797     | West       | Midsize | Muni         |
| 15 | Duke Energy Progress                         | 794     | South      | Large   | IOU          |
| 16 | Ameren Missouri                              | 793     | Midwest    | Large   | IOU          |
| 17 | Public Service Company of Oklahoma           | 793     | South      | Midsize | IOU          |
| 18 | Public Service Electric & Gas (PSE&G)        | 792     | East       | Large   | IOU          |
| 19 | We Energies                                  | 792     | Midwest    | Large   | IOU          |
| 20 | Xcel Energy                                  | 792     | Midwest    | Large   | IOU          |
| 21 | MidAmerican Energy                           | 787     | Midwest    | Large   | IOU          |
| 22 | AES Ohio                                     | 787     | Midwest    | Midsize | IOU          |
| 23 | Indiana Michigan Power                       | 787     | Midwest    | Midsize | IOU          |
| 24 | Entergy Arkansas                             | 787     | South      | Large   | IOU          |
| 25 | Jersey Central Power & Light                 | 786     | East       | Large   | IOU          |
| 26 | NV Energy                                    | 785     | West       | Large   | IOU          |
| 27 | Rocky Mountain Power                         | 785     | West       | Large   | IOU          |
| 28 | DTE Energy                                   | 784     | Midwest    | Large   | IOU          |
| 29 | Los Angeles Department of Water & Power      | 784     | West       | Midsize | Muni         |
| 30 | American Electric Power (AEP) Ohio           | 783     | Midwest    | Large   | IOU          |
| 31 | Ameren Illinois                              | 783     | Midwest    | Large   | IOU          |
| 32 | Consumers Energy                             | 783     | Midwest    | Large   | IOU          |
| 33 | Duke Energy                                  | 783     | Midwest    | Large   | IOU          |
| 34 | Puget Sound Energy                           | 783     | West       | Large   | IOU          |
| 35 | Duke Energy Florida                          | 782     | South      | Large   | IOU          |
| 36 | Southwestern Electric Power                  | 780     | South      | Midsize | IOU          |
| 37 | Tampa Electric                               | 780     | South      | Midsize | IOU          |
| 38 | Pacific Power                                | 779     | West       | Large   | IOU          |
| 39 | Atlantic City Electric                       | 777     | East       | Midsize | IOU          |
| 40 | Portland General Electric (PGE)              | 777     | West       | Large   | IOU          |
| 41 | Commonwealth Edison (ComEd)                  | 775     | Midwest    | Large   | IOU          |

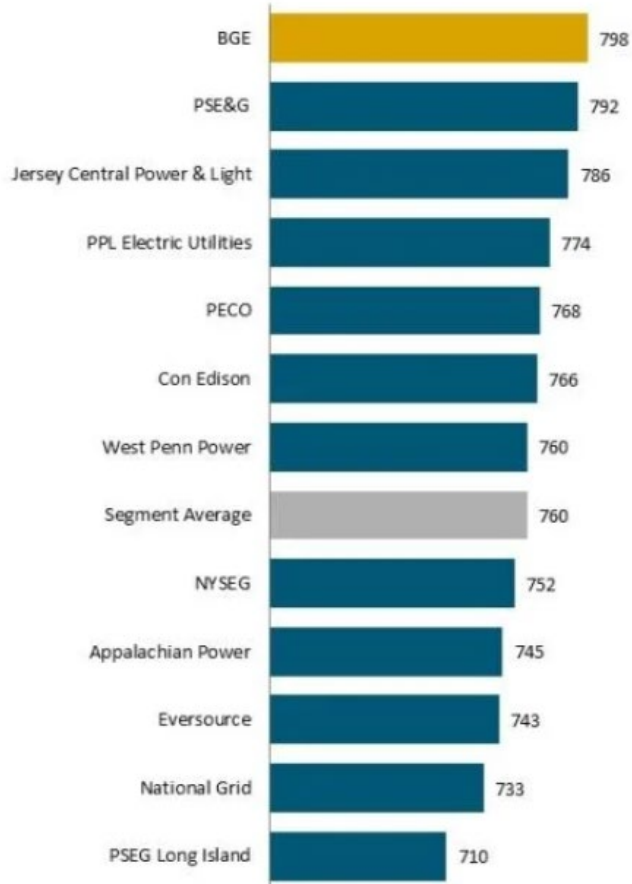
| #  | Utility                                    | Rating* | J.D. Power |          | Utility Type |
|----|--|---------|------------|----------|--------------|
|    |  |         | Region     | Size     |              |
| 42 | Jackson Energy Authority (JEA)             | 775     | South      | Midsized | Muni         |
| 43 | PPL Electric Utilities                     | 774     | East       | Large    | IOU          |
| 44 | Entergy Mississippi                        | 774     | South      | Midsized | IOU          |
| 45 | Oklahoma Gas & Electric (OG&E)             | 771     | South      | Large    | IOU          |
| 46 | NorthWestern Energy                        | 771     | West       | Midsized | IOU          |
| 47 | Potomac Electric Company (PEPCO)           | 770     | East       | Midsized | IOU          |
| 48 | Ohio Edison                                | 770     | Midwest    | Large    | IOU          |
| 49 | Philadelphia Electric Company (PECO)       | 768     | East       | Large    | IOU          |
| 50 | AES Indiana                                | 768     | Midwest    | Midsized | IOU          |
| 51 | Austin Energy                              | 768     | South      | Midsized | Muni         |
| 52 | Consolidated Edison                        | 766     | East       | Large    | IOU          |
| 53 | Alliant Energy                             | 765     | Midwest    | Large    | IOU          |
| 54 | Evergy                                     | 763     | Midwest    | Large    | IOU          |
| 55 | Southern California Edison                 | 761     | West       | Large    | IOU          |
| 56 | Xcel Energy                                | 761     | West       | Large    | IOU          |
| 57 | West Penn Power                            | 760     | East       | Large    | IOU          |
| 58 | Louisville Gas & Electric                  | 759     | Midwest    | Midsized | IOU          |
| 59 | El Paso Electric                           | 753     | West       | Midsized | IOU          |
| 60 | New York State Electric & Gas (NYSEG)      | 752     | East       | Large    | IOU          |
| 61 | Duquesne Power                             | 751     | East       | Midsized | IOU          |
| 62 | Delmarva Power                             | 749     | East       | Midsized | IOU          |
| 63 | The Illuminating Company                   | 749     | Midwest    | Midsized | IOU          |
| 64 | Entergy Louisiana                          | 749     | South      | Large    | IOU          |
| 65 | Appalachian Power                          | 745     | East       | Large    | IOU          |
| 66 | Eversource                                 | 743     | East       | Large    | IOU          |
| 67 | Pennsylvania Electric Company (Penelec)    | 738     | East       | Midsized | IOU          |
| 68 | National Grid                              | 733     | East       | Large    | IOU          |
| 69 | Metropolitan Edison                        | 733     | East       | Midsized | IOU          |
| 70 | Public Service Company of New Mexico (PNM) | 724     | West       | Midsized | IOU          |
| 71 | CPS Energy                                 | 722     | South      | Large    | Muni         |
| 72 | Pacific Gas & Electric                     | 716     | West       | Large    | IOU          |
| 73 | Northern Indiana Public Serv (NIPSCO)      | 713     | Midwest    | Midsized | IOU          |
| 74 | San Diego Gas & Electric                   | 713     | West       | Large    | IOU          |
| 75 | PSEG Long Island                           | 710     | East       | Large    | IOU          |
| 76 | Central Maine Power                        | 597     | East       | Midsized | IOU          |

# J.D. Power 2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### East Region: Large Segment

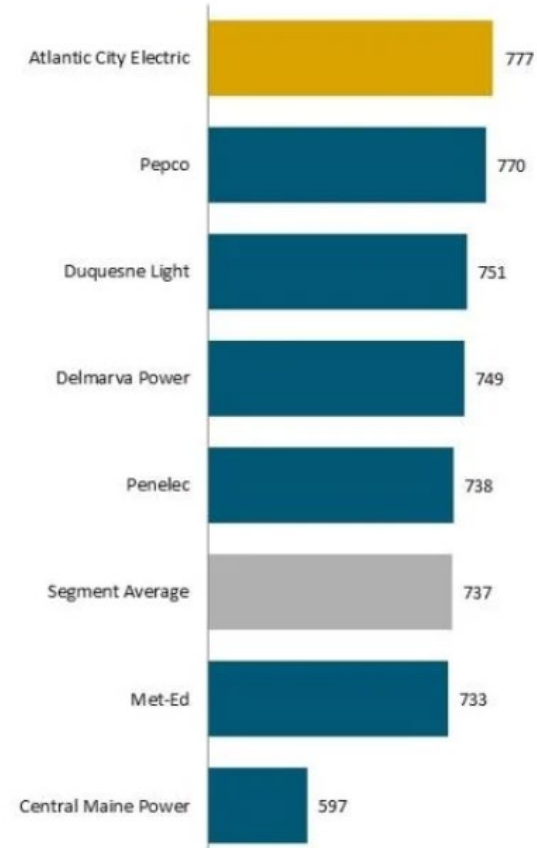


# J.D. Power 2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### East Region: Midsize Segment



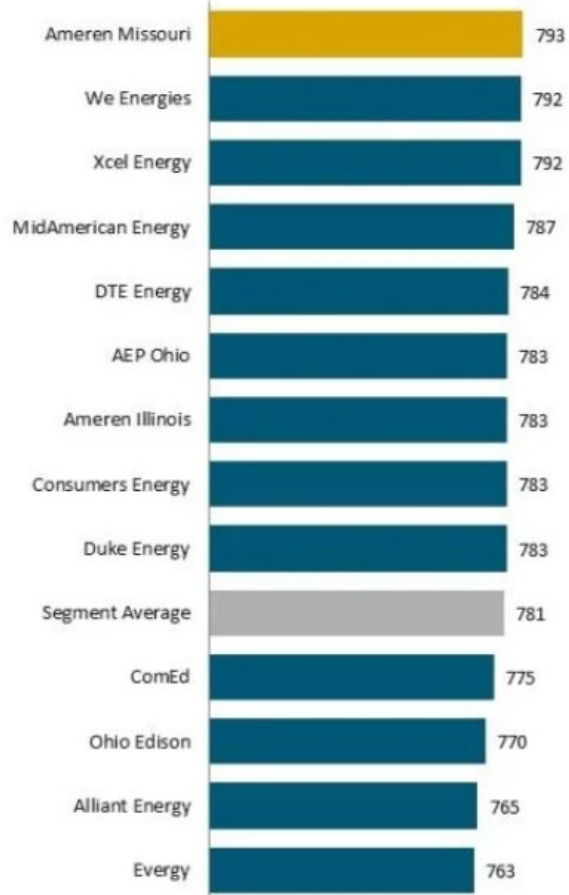


# J.D. Power 2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Midwest Region: Large Segment

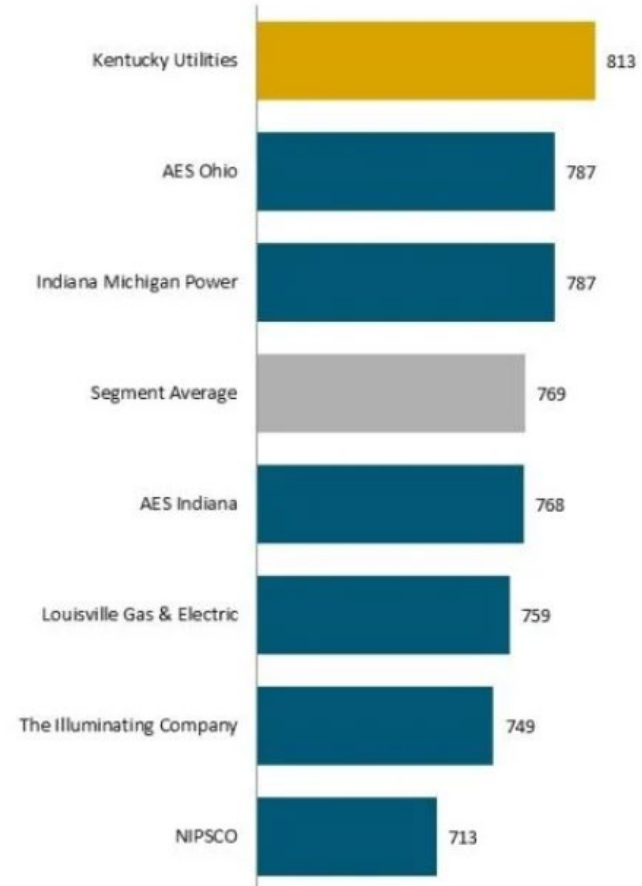


# J.D. Power 2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

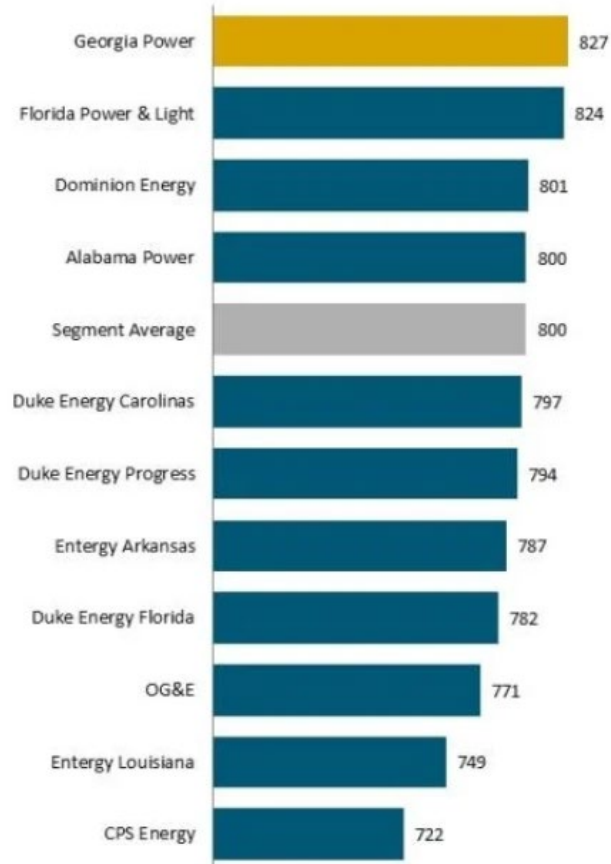
### Midwest Region: Midsize Segment



**J.D. Power**  
**2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>**

**Overall Customer Satisfaction Index Ranking**  
*(Based on a 1,000-point scale)*

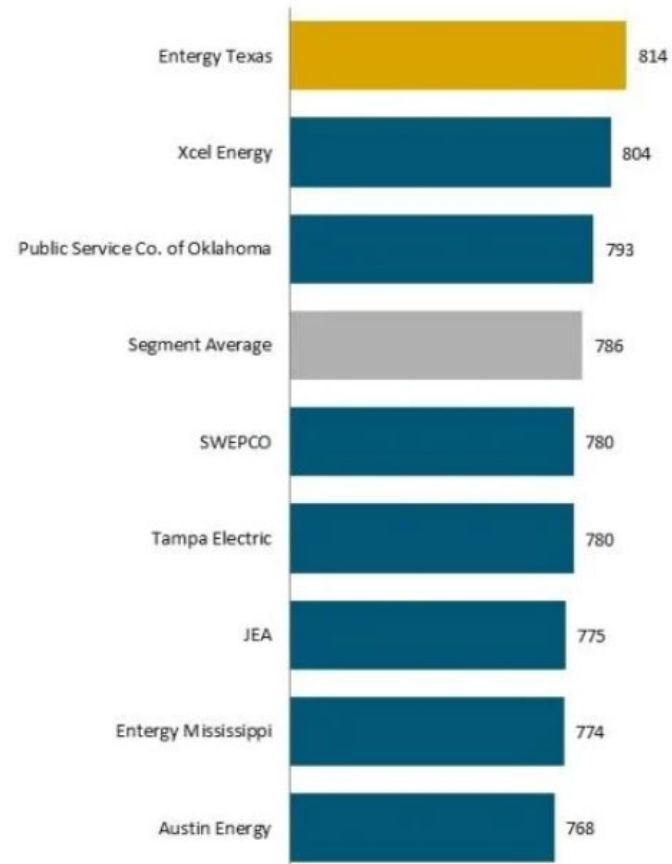
**South Region: Large Segment**



**J.D. Power**  
**2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>**

**Overall Customer Satisfaction Index Ranking**  
*(Based on a 1,000-point scale)*

**South Region: Midsize Segment**

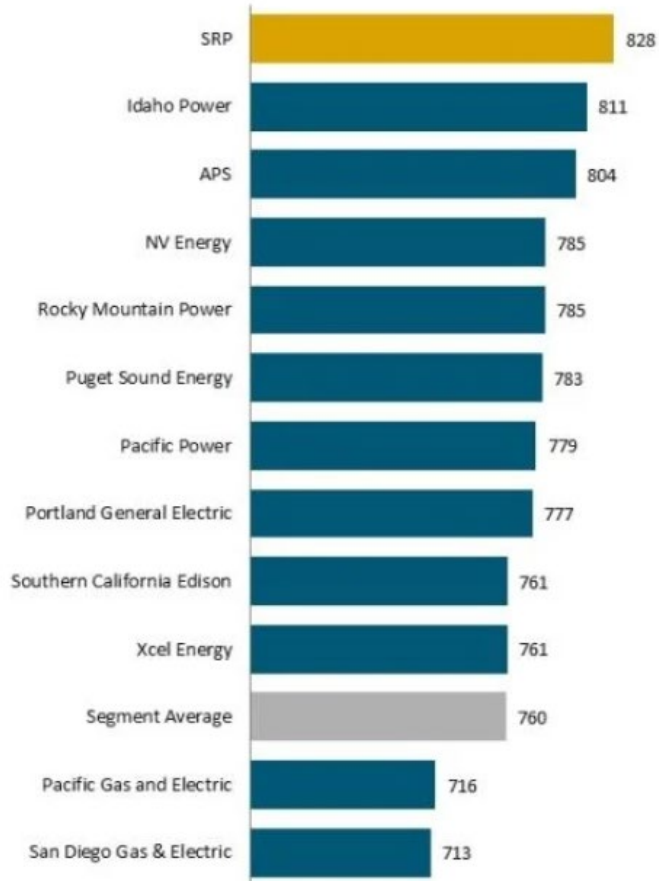


**J.D. Power**  
**2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>**

**Overall Customer Satisfaction Index Ranking**

*(Based on a 1,000-point scale)*

**West Region: Large Segment**



**J.D. Power**  
**2022 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>**

**Overall Customer Satisfaction Index Ranking**

*(Based on a 1,000-point scale)*

**West Region: Midsize Segment**

