



American Customer Satisfaction Index

AMERICAN CUSTOMER SATISFACTION INDEX

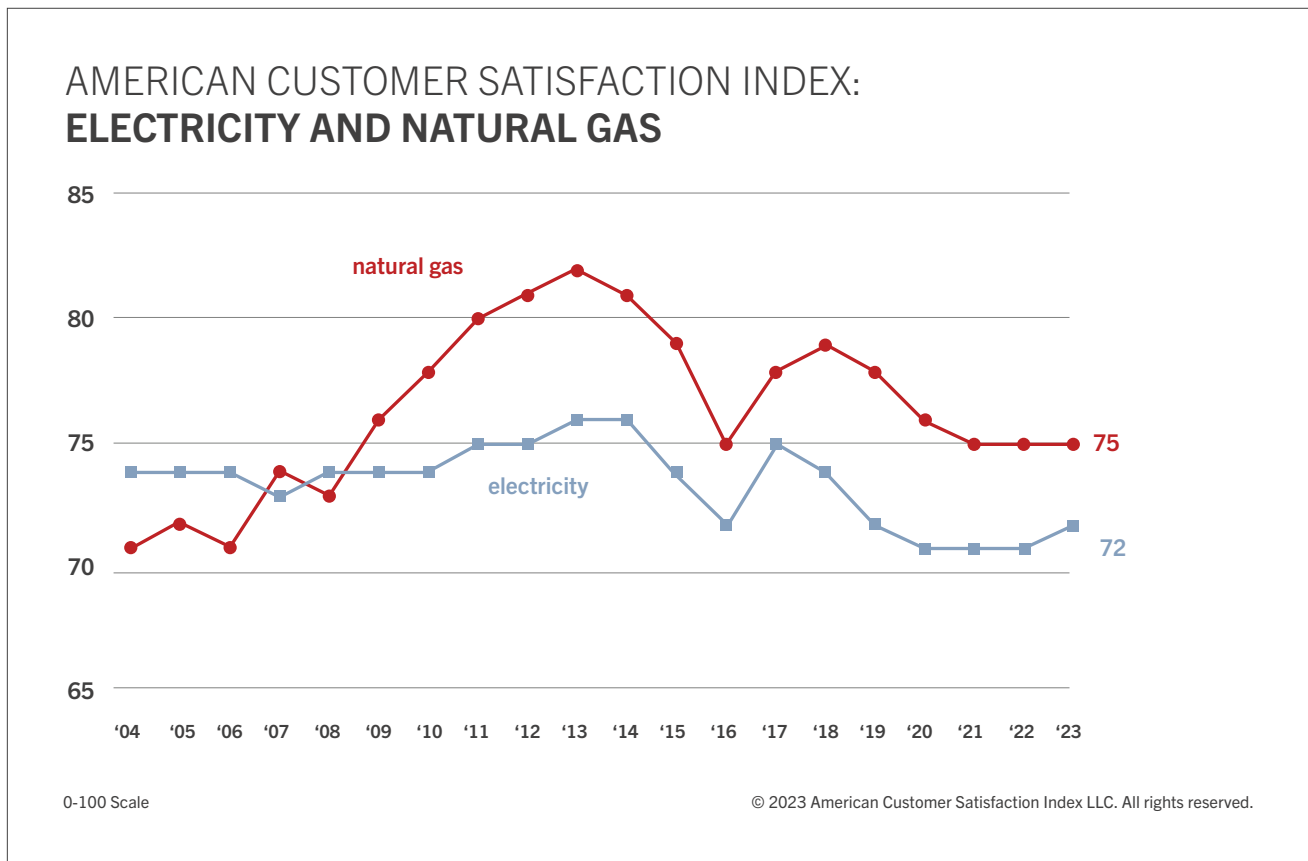
ACSI Energy Utilities Study 2022-2023

March 21, 2023

Customer satisfaction is a driving force that impacts the financial outlook of individual firms and the health of the U.S. economy at large. New results from the American Customer Satisfaction Index (ACSI®) provide customer satisfaction benchmarks for the energy utilities industry, including both investor-owned and municipal utilities. The ACSI also captures consumer opinions about critical elements of the customer experience, tailored specifically to the industry.

The **ACSI Energy Utilities Study 2022-2023** is based on interviews with 20,873 residential customers, chosen at random and contacted via email between January 2022 and December 2022. Customers are asked to evaluate their recent experiences with the largest energy utilities in terms of market share, plus an aggregate category consisting of “all other”—and thus smaller—companies.

Energy Utilities



AMERICAN CUSTOMER SATISFACTION INDEX: ENERGY UTILITIES

COMPANY	2022	2023	% CHANGE
Energy Utilities	72	72	0%
Atmos Energy	76	77	1%
CenterPoint Energy	78	76	-3%
NextEra Energy	75	75	0%
NiSource	73	75	3%
Southern Company	75	75	0%
Berkshire Hathaway Energy	73	74	1%
Exelon	72	74	3%
All Others	NM	73	NA
Dominion Energy	74	73	-1%
Duke Energy	72	73	1%
Public Service Enterprise Group	71	73	3%
Salt River Project	76	73	-4%
Xcel Energy	72	73	1%
Ameren	72	72	0%
American Electric Power	69	72	4%
CMS Energy	72	72	0%
Consolidated Edison	73	72	-1%
DTE Energy	69	72	4%
PPL	72	72	0%
Sempra	73	72	-1%
WEC Energy Group	75	72	-4%
Los Angeles Department of Water and Power	68	71	4%
FirstEnergy	70	70	0%
Entergy	69	69	0%
National Grid	69	69	0%
CPS Energy	63	68	8%
Edison International	69	68	-1%
Eversource	66	65	-2%
PG&E	61	63	3%

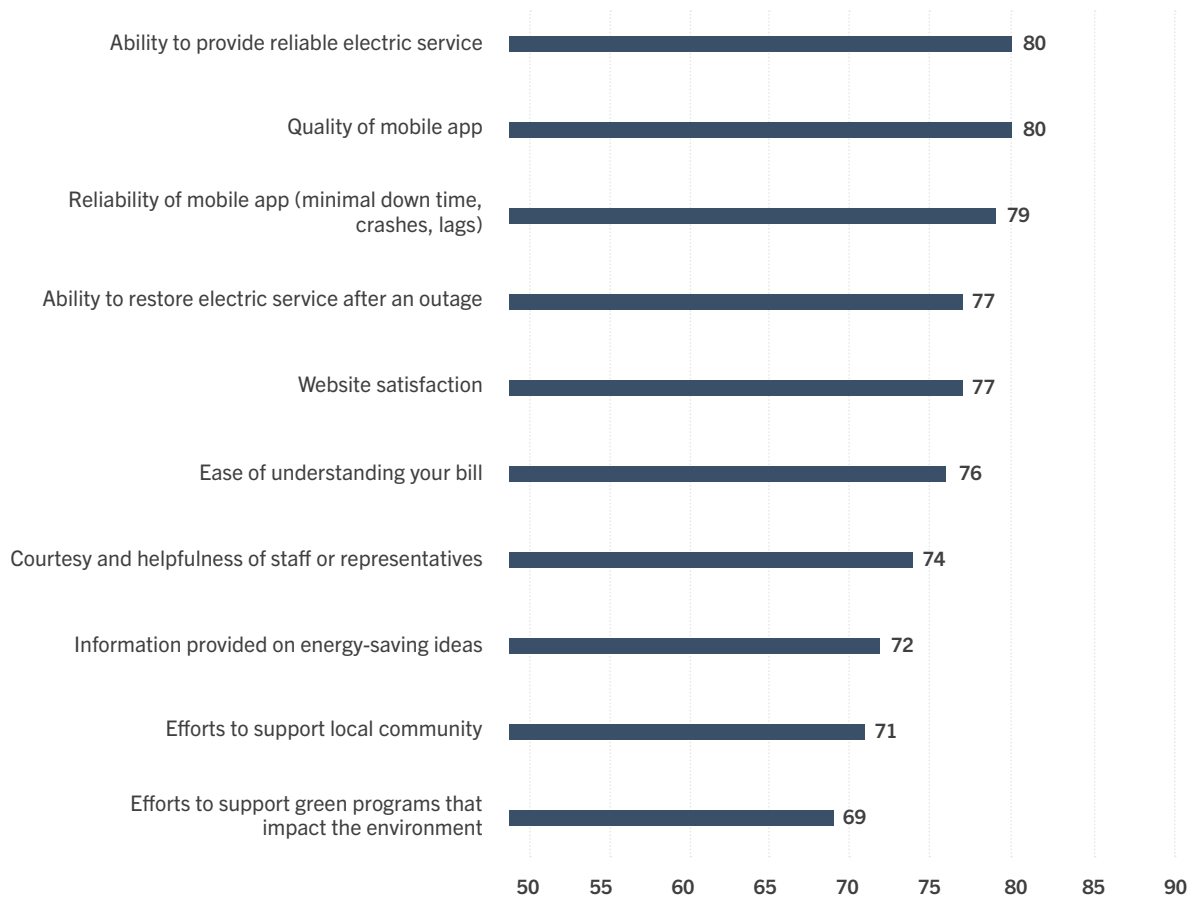
NM = Not Measured
NA = Not Available

0-100 Scale

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ENERGY UTILITIES

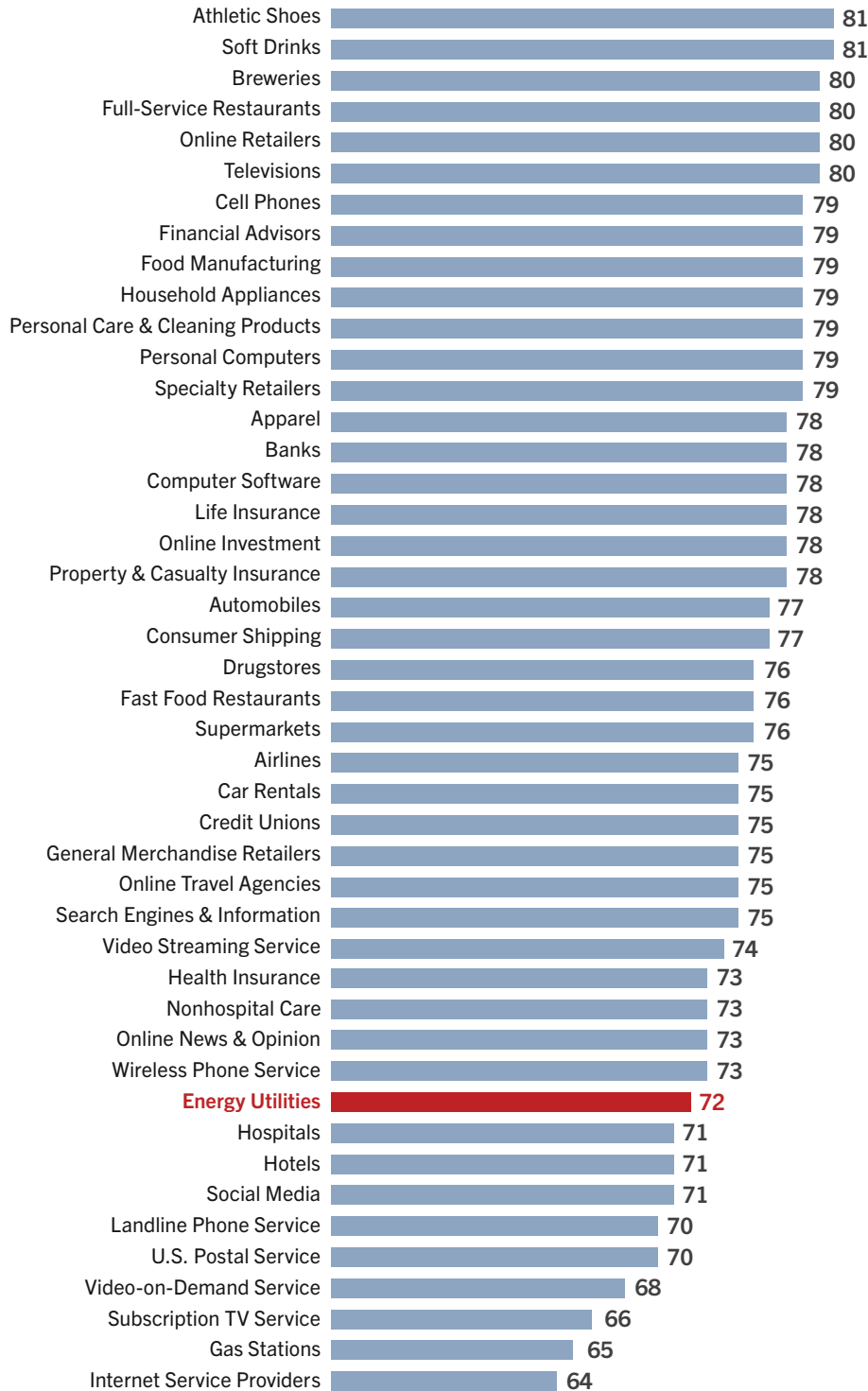
2023 Customer Experience Benchmarks



0-100 Scale

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CUSTOMER SATISFACTION BENCHMARKS BY INDUSTRY



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ACSI survey data are used as inputs to the Index's cause-and-effect econometric model, which estimates customer satisfaction as the result of the survey-measured inputs of customer expectations, perceptions of quality, and perceptions of value. The ACSI model, in turn, links customer satisfaction with the survey-measured outcomes of customer complaints and customer loyalty. ACSI clients receive confidential results that include industry-competitive and best-in-class data on all modeled variables and customer experience benchmarks.

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