

ACSI® Energy Utilities Study 2026



American Customer Satisfaction Index

March 24, 2026



Customer Satisfaction With Energy Utilities Slips Slightly as Cooperatives Improve and Customer Expectations Rise

Energy utility companies face increasing pressure as rising demand, infrastructure investment needs, cybersecurity concerns, clean energy transition efforts, and affordability challenges converge at a time when higher customer expectations outpace satisfaction levels. This year's study results suggest the industry has largely maintained strong performance in core service touchpoints such as the digital experience and customer support, but overall residential customer satisfaction slips for the second year as cost pressures and rising expectations continue to weigh on the customer experience. At the same time, results point to meaningful differentiation among utility types, with cooperatives standing out as the only segment to improve year over year.

Overall customer satisfaction with energy utilities decreases 1% to 73, following a similar drop a year ago. Satisfaction declines a modest 1% for most utility segments, including electric investor-owned (72), gas investor-owned (74), and municipal (74) utilities. In contrast, cooperative utilities increase 1% to 77, demonstrating an improvement in cooperative member satisfaction.

ENERGY UTILITIES

73 ▼ -1%

INVESTOR-OWNED ELECTRIC

72 ▼ -1%

INVESTOR-OWNED GAS

74 ▼ -1%

MUNICIPAL

74 ▼ -1%

COOPERATIVE

77 ▲ 1%

Across the customer experience measures tracked, utilities continue to score relatively well on the quality and reliability of mobile apps and on website satisfaction—areas that have become core expectations rather than differentiators. However, some customer touchpoints still show signs of strain, and the industry continues to face challenges meeting evolving expectations around community engagement, environmental programs, and perceived value. Rising customer complaint rates and open-ended feedback from consumers further indicate growing sensitivity to affordability, suggesting that while digital performance remains solid, pressure is building in areas more closely tied to cost.

Notably, ACSI results suggest that customers' experiences with energy efficiency (EE) programs are increasingly shaping satisfaction outcomes. However, participation in EE programs does not always translate into higher satisfaction across all utility types, signaling a potential expectation gap that warrants attention.

For a second year, the study provides a more nuanced view of residential customer satisfaction through regional results, enabling more meaningful comparisons among utilities operating in similar conditions. New to the study in 2026, separate rankings are provided for investor-owned utilities based on customer ratings for the electric service or natural gas service they receive. Regional patterns reinforce the importance of local context in interpreting customer satisfaction results. This year, the South and Midwest outperform other regions for both electric and gas service, while the West remains the lowest-scoring region overall.

ACSI results are based on surveys conducted over a 12-month period ending in December 2025. ACSI scores are reported on a 0 to 100 scale.

Key Takeaways

ENERGY UTILITIES

- Residential customer satisfaction with energy utilities overall declines 1% to an ACSI score of 73, continuing modest downward movement from last year and reinforcing the sustained pressure utilities face in meeting higher customer expectations amid affordability and reliability challenges.
- Cooperatives are the only utility segment to improve (+1% to 77), partially reversing last year's decline and showing progress in customer experience performance. The remaining segments all slip 1%: electric investor-owned (72), gas investor-owned (74), and municipal (74).
- At the national level, NextEra Energy leads among electric investor-owned utilities with an ACSI score of 76 (-3%). Five companies share second place at 75: Ameren, Duke Energy, Public Service Enterprise Group, Sempra, and Southern Company.
- For gas investor-owned utilities nationally, Atmos Energy posts the highest ACSI score of 80 (+4%). Three companies tie for second place at 77: CenterPoint Energy, Sempra, and Southern Company.
- Among electric service providers, Sempra (+4% to 75) shows the most improvement at the national level, while DTE Energy (+6% to 76) is the top gainer for gas service.
- In regional results for investor-owned utilities, the South leads for electric service (75) and ties the Midwest for highest gas satisfaction (76). The West, an area challenged by wildfires and higher rates, trails the other regions for both electric and gas service (ACSI scores of 71).
- Regional electric service leaders are Public Service Electric & Gas Company (77) in the Northeast, MidAmerican Energy Company (80) in the Midwest, Duke Energy and Florida Power & Light Company (both 76) in the South, and Avista (79) in the West.
- Regional gas service leaders are National Fuel Gas Distribution Company (79) in the Northeast, MidAmerican Energy Company (79) in the Midwest, Atmos Energy (80) in the South, and Avista (81) in the West.
- Salt River Project once again stands out, topping the municipal segment at 80, followed closely by CPS Energy at 79—an impressive 7% increase over last year.
- Core digital experiences, including mobile apps and websites, receive strong ratings across utility types, but the data suggests that digital performance is increasingly a baseline expectation rather than a driver of year-over-year satisfaction gains.
- Electric service reliability remains a key driver of satisfaction for the industry, with cooperative utilities showing the strongest performance relative to municipal and investor-owned utilities.

- Written feedback shared by customers and analyzed using artificial intelligence (AI) emphasizes concern and frustration related to pricing and affordability, with comments about high prices, rising bills, and the need for clearer, more predictable charges, transparency in pricing, and payment flexibility.
- Energy efficiency program participation boosts customer satisfaction for both investor-owned and municipal utilities. For cooperative utilities, the opposite occurs, with non-enrollees showing higher satisfaction, suggesting program experience may not be meeting member expectations.

Study Findings

Customer satisfaction plays a pivotal role in shaping both the financial performance of individual companies and the overall strength of the U.S. economy. New findings from the American Customer Satisfaction Index (ACSI®) offer benchmark insights for the energy utilities industry, including cooperative, investor-owned, and municipal utilities. The ACSI also captures consumer feedback on key aspects of the residential utility customer experience.

In 2026, energy utility customer satisfaction is reported and ranked using an enhanced framework that better aligns investor-owned utilities, municipal utilities, and cooperatives with comparable peers based on service type, business model, and operating context. Investor-owned utilities are reported separately for electric and natural gas service, while regional breakouts provide additional insight into how local conditions shape customer experience. By aligning utilities with comparable peers, the 2026 reporting framework provides a more meaningful view of customer satisfaction across different utility types and operating environments.

ENERGY UTILITIES

Historically, the ACSI has benchmarked customer satisfaction with a variety of the largest energy utility holding companies as well as some of the largest individual operating companies across the United States. Only those utilities that meet the established criteria for reporting have been included in this study. The reported companies vary each year based on the number of completed surveys received annually.

Across all energy utilities, residential customer satisfaction slips for the second year in a row to an ACSI score of 73. This decline is a result of 1% decreases across nearly all utility types: electric investor-owned (72), gas investor-owned (74), and municipal (74). The cooperative utility segment is the one exception, rebounding 1% to a score of 77.

Individual ACSI scores at the national level range from lows of 65 for two electric investor-owned utilities (Avangrid and PG&E) to highs of 80 for municipal utility Salt River Project and gas investor-owned utility Atmos Energy.

AMERICAN CUSTOMER SATISFACTION INDEX

ENERGY UTILITIES

0-100 Scale

SEGMENT	2025 ACSI	2026 ACSI	% CHANGE
Energy Utilities	74	73	-1%
Cooperative Utilities	76	77	1%
Gas Investor-Owned Utilities	75	74	-1%
Municipal Utilities	75	74	-1%
Electric Investor-Owned Utilities	73	72	-1%

Source: ACSI Energy Utilities Study 2026.

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Electric Investor-Owned Energy Utilities

At the national level, NextEra Energy takes the top spot among investor-owned utilities as rated by electric customers despite a 3% decline to an ACSI score of 76. NextEra Energy’s strengths include electric service reliability as well as their mobile app.

Five brands each score 75 (Ameren, Duke Energy, Public Service Enterprise Group, Sempra, and Southern Company). Among these, Sempra posts the only improvement (+4%). Sempra’s gain is largely a result of stronger customer perceptions of value; better call center processes, complaint handling, and mobile app experiences; and meeting customer expectations for providing information on energy-saving ideas.

AMERICAN CUSTOMER SATISFACTION INDEX ELECTRIC INVESTOR-OWNED UTILITIES*

0-100 Scale

COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Electric Investor-Owned Utilities	73	72	-1%
NextEra Energy	78	76	-3%
Ameren	76	75	-1%
Duke Energy	75	75	0%
Public Service Enterprise Group	76	75	-1%
Sempra	72	75	4%
Southern Company	75	75	0%
CMS Energy	72	74	3%
Consolidated Edison	75	74	-1%
Dominion Energy	76	74	-3%
Entergy	74	74	0%
Exelon	75	74	-1%
WEC Energy Group	75	74	-1%
Berkshire Hathaway Energy	73	73	0%
PPL	75	73	-3%
Xcel Energy	76	73	-4%
CenterPoint Energy	70	72	3%
FirstEnergy	72	72	0%
National Grid	73	72	-1%
DTE Energy	69	71	3%
American Electric Power	71	69	-3%
Edison International	69	69	0%
Eversource	67	68	1%
Avangrid	68	65	-4%
PG&E	64	65	2%

*Results reflect electric customer satisfaction at the utility holding company level, calculated as a simple average of customer satisfaction scores across the operating distribution utilities owned by each parent company. Customers were asked specifically about their experiences as an electric customer.

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Electric Investor-Owned Utilities By Region

Electric Investor-Owned Utilities: Northeast Region

Customer satisfaction among Northeast investor-owned electric utilities slips slightly year over year (-1% to 72), with mostly modest declines across companies. Despite retreating 1%, Public Service Electric & Gas Company (PSE&G) leads the region in 2026 with an ACSI score of 77, followed closely by PECO (-3%) and PPL Electric Utilities (-1%) at 75. Con Edison, down 3% to 74, rounds out the top tier of regional performers whose declines are consistent with the broader trend across the Northeast region.

According to ACSI data, PSE&G performs particularly well in electric service reliability and digital customer support, including mobile apps and website. Aligning with ACSI customer ratings of PSE&G's reliability, the company earned a [2025 ReliabilityOne® regional reliability award](#).

Overall, the relatively narrow score range and the incremental downward movement across multiple utilities in the Northeast may reflect ongoing regional challenges such as aging infrastructure, high population density, cost pressures, and increased expectations around reliability and service responsiveness.

AMERICAN CUSTOMER SATISFACTION INDEX ELECTRIC INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: Northeast

0-100 Scale

NORTHEAST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Electric Investor-Owned Utilities Northeast	73	72	-1%
Public Service Electric & Gas Company (Public Service Enterprise Group)	78	77	-1%
PECO (Exelon Corporation)	77	75	-3%
PPL Electric Utilities (PPL Corporation)	76	75	-1%
Con Edison (Consolidated Edison)	76	74	-3%
National Grid USA (National Grid)	73	72	-1%
Eversource (Eversource)	67	68	1%
Jersey Central Power & Light (FirstEnergy Corp.)	68	68	0%
New York State Electric & Gas (Avangrid)	69	68	-1%

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Electric Investor-Owned Utilities: Midwest Region

Customer satisfaction results in the Midwest show greater dispersion and year-over-year movement than in other regions, reflecting a mix of notable gains and declines across electric service utilities. Overall, the Midwest is down 1% to 73. MidAmerican Energy Company (+7% to 80) stands out as the region's top performer in 2026, posting the largest year-over-year improvement among Midwest electric utilities. Consumers Energy (+3% to 74) and DTE Energy (+3% to 71) also earn meaningful gains, indicating improved customer perceptions over the past year.

ACSI leader MidAmerican has continued to invest heavily in grid reliability, proactive maintenance, and vegetation management, supported by extensive inspection programs and infrastructure upgrades across its service territory. In parallel, the company has expanded energy efficiency and cost-reduction programs, including community-based initiatives designed to lower energy burdens for customers. These efforts were recognized in early 2026 when MidAmerican received a [regional innovation award](#) for its Neighborhood Power-Up program, which focuses on improving efficiency and reducing costs in targeted communities. ACSI data shows that among the improved drivers of satisfaction, customer perceptions of the perceived value they are receiving from MidAmerican is up substantially.

Consumers Energy's improvement in customer satisfaction aligns with measurable gains in reliability, even amid extreme weather conditions across Michigan. In 2025, Consumers Energy reported delivering 130,000 fewer customer outages, despite experiencing a 20% increase in weather-related outage events. The company attributes these gains to accelerated grid-hardening investments, improved storm forecasting, and more efficient restoration planning under its Reliability Roadmap initiative. These actions not only reduced outage frequency and duration but also generated cost savings that helped limit customer impacts.

DTE Energy's year-over-year improvement coincides with record infrastructure investment and targeted efforts to address affordability and billing transparency. In 2025, DTE invested more than \$4.3 billion in electric and gas infrastructure to improve reliability, reduce outages, and modernize its system. At the same time, the company expanded customer assistance programs and implemented new billing and communication tools aimed at reducing bill surprises and improving clarity for customers. These initiatives were complemented by efforts to connect vulnerable customers with energy assistance and to improve first-contact resolution in customer service interactions.

AMERICAN CUSTOMER SATISFACTION INDEX ELECTRIC INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: Midwest

0-100 Scale

MIDWEST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Electric Investor-Owned Utilities Midwest	74	73	-1%
MidAmerican Energy Company (Berkshire Hathaway Energy)	75	80	7%
ComEd (Exelon Corporation)	77	76	-1%
Xcel Energy (Xcel Energy)	78	76	-3%
Ameren (Ameren Corporation)	76	74	-3%
Consumers Energy (CMS Energy Corporation)	72	74	3%
Duke Energy (Duke Energy Corporation)	73	73	0%
AEP Ohio (American Electric Power)	73	72	-1%
We Energies (WEC Energy Group)	72	72	0%
DTE Energy (DTE Energy)	69	71	3%
Ohio Edison (FirstEnergy Corp.)	78	71	-9%
Evergy (Evergy)	76	69	-9%

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Electric Investor-Owned Utilities: South Region

Overall, the South region is steady at 75, with some movement among electric service providers. Duke Energy (+1%) and Florida Power & Light Company (-3%) share the top spot with ACSI scores of 76. While some utilities post modest gains, there are several notable declines for others, resulting in the widest score variation (16 points) across regions. These patterns highlight uneven customer experience outcomes in the South.

The most improved scores in the South are Alabama Power (+3% to 74) and CenterPoint Energy (+3% to 72). Compared with a year ago, Alabama Power customers experienced more consistent electric service, supported by continued expansion and optimization of the company’s self-healing grid. Alabama Power reports that this technology now serves the vast majority of customers and is designed to automatically detect problems and reroute power, reducing the number of customers affected by outages and shortening restoration times. In mid 2025, Alabama Power launched and promoted three new online tools—Bill Explainer, Rate Advisor, and Energy Assistant—to provide clearer explanations of bills, personalized rate recommendations, and targeted connections to savings and assistance programs. Support for the local community through the Alabama Power Foundation and continued investment in green programs resulting in one-third of customer electricity supply coming from hydropower, nuclear, and solar also contribute to higher satisfaction. These efforts are evident in the ACSI customer experience data where Alabama Power’s support of the local community is more highly regarded compared to a year ago.

For CenterPoint Energy, ACSI data shows year-over-year improvement in electric service reliability and mobile app experiences. CenterPoint Energy’s gain is largely a result of the utility’s Greater Houston Resiliency Initiative, which drove a roughly 45% reduction in customer outage minutes in the first half of 2025, reflecting meaningful improvements in outage prevention and restoration performance across the Houston area. In addition to improved reliability, CenterPoint Energy launched a new mobile app and expanded energy-saving education and bill-management resources, providing customers with improved digital tools, usage insights, and clearer guidance on managing energy costs.

AMERICAN CUSTOMER SATISFACTION INDEX ELECTRIC INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: South

0-100 Scale

SOUTH			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Electric Investor-Owned Utilities South	75	75	0%
Duke Energy (Duke Energy Corporation)	75	76	1%
Florida Power & Light Company (NextEra Energy)	78	76	-3%
Georgia Power (Southern Company)	76	75	-1%
Alabama Power (Southern Company)	72	74	3%
Entergy (Entergy Corporation)	74	74	0%
Dominion Energy Virginia (Dominion Energy)	75	73	-3%
Kentucky Utilities Company (PPL Corporation)	75	73	-3%
CenterPoint Energy (CenterPoint Energy)	70	72	3%
Oncor Electric Delivery Company LLC (Sempra)	71	72	1%
Baltimore Gas and Electric Company (Exelon Corporation)	73	71	-3%
Oklahoma Gas and Electric Company (OGE Energy Corp.)	70	69	-1%
Appalachian Power (American Electric Power)	66	60	-9%

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Electric Investor-Owned Utilities: West Region

Like the South, customer satisfaction with the West region is steady overall this year at an ACSI score of 71. However, there is wide variation and mixed movement among individual utilities in 2026, with scores ranging from 65 to 79. Avista ranks highest in the region at 79 (-1%), followed by San Diego Gas & Electric Company (SDG&E) and Puget Sound Energy at 77 each. The story for SDG&E is one of major satisfaction improvement.

ACSI leader Avista scores well above average across many aspects of the customer experience. Strong electric service reliability scores, coupled with notably high scores for supporting local community and green energy programs and providing customers with information on energy savings, supports Avista’s top ranking in 2026.

The largest year-over-year improvement in the West belongs to SDG&E (+7%). The utility’s top-tier performance in the region appears to be driven by long-running investments in grid hardening, smart-grid automation, and wildfire-mitigation technologies. These efforts were recognized in 2025 when SDG&E received a [ReliabilityOne® regional reliability award](#). In addition, SDG&E earned national recognition for [excellence in outage operations and communications from Chartwell](#), a premier utility-focused consultancy specializing in outage operations and customer communications.

SDG&E’s satisfaction gain is stronger because reliability improvements are paired with greater transparency, community engagement, and easier customer interactions. SDG&E increased visible local support through initiatives such as the \$10 million Community Assistance Fund, the largest one-year charitable effort in the company’s history, strengthening perceptions of community commitment. At the same time, SDG&E upgraded the customer experience through the launch of My Energy Center, a new mobile app and unified digital portal that provides clearer bill breakdowns, usage insights, outage reporting, and simpler account management to reduce customer effort and improve satisfaction across digital and service channels.

AMERICAN CUSTOMER SATISFACTION INDEX ELECTRIC INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: West

0-100 Scale

WEST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Electric Investor-Owned Utilities West	71	71	0%
Avista (Avista Corporation)	80	79	-1%
Puget Sound Energy (Puget Holdings)	78	77	-1%
San Diego Gas & Electric Company (Sempra)	72	77	7%
Pacific Power (Berkshire Hathaway Energy)	NA	74	NA
Arizona Public Service (Pinnacle West Capital Corporation)	76	72	-5%
NV Energy (Berkshire Hathaway Energy)	72	70	-3%
Southern California Edison (Edison International)	69	69	0%
Xcel Energy (Xcel Energy)	74	69	-7%
Pacific Gas and Electric Company (PG&E Corporation)	64	65	2%

NA = Not Available

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Gas Investor-Owned Energy Utilities

Nationally, customer satisfaction with gas service providers (74) exceeds that of electric service providers (72) overall. Gas customers rate Atmos Energy at the top among investor-owned companies. Atmos Energy surges 4% year over year to an ACSI score of 80. The next highest-rated companies receive scores of 77. Among these, CenterPoint Energy improves 1% compared to last year, Sempra jumps 3%, and Southern Company shows no change.

AMERICAN CUSTOMER SATISFACTION INDEX

GAS INVESTOR-OWNED UTILITIES*

0-100 Scale

COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Gas Investor-Owned Utilities	75	74	-1%
Atmos Energy	77	80	4%
CenterPoint Energy	76	77	1%
Sempra	75	77	3%
Southern Company	77	77	0%
Ameren	77	76	-1%
Dominion Energy	76	76	0%
DTE Energy	72	76	6%
Duke Energy	77	76	-1%
Public Service Enterprise Group	79	76	-4%
WEC Energy Group	77	76	-1%
Berkshire Hathaway Energy	77	75	-3%
CMS Energy	75	75	0%
NextEra Energy**	74	75	1%
NiSource	75	75	0%
ONE Gas	77	75	-3%
Consolidated Edison	77	74	-4%
Entergy***	74	74	0%
Exelon	75	73	-3%
Xcel Energy	75	72	-4%
Avangrid	72	71	-1%
National Grid	74	71	-4%
PPL	76	71	-7%
Eversource	71	70	-1%
PG&E	68	67	-1%

*Results reflect gas customer satisfaction at the utility holding company level, calculated as a simple average of customer satisfaction scores across the operating utilities owned by each parent company. Customers were asked specifically about their experiences as a gas customer.

**Gas only provided in competitive retail markets.

***Exited gas distribution effective July 1, 2025.

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Gas Investor-Owned Utilities By Region

Gas Investor-Owned Utilities: Northeast Region

Gas customer satisfaction in the Northeast region overall declines 3% to an ACSI score of 73, with nearly all reported brands losing ground in 2026. National Fuel Gas Distribution Company leads the rankings at 79, up 1% year over year, with UGI Utilities (-3%) just 1 point below at 78. In third place, Columbia Gas scores 77, representing a 3% improvement compared to last year.

Columbia Gas has strengthened customer perceptions of community support, sustainability, and energy savings through locally administered bill-assistance partnerships, expanded low-income weatherization and efficiency programs, and consistent customer education that frames energy efficiency as both a cost-saving and environmentally responsible choice. These efforts are captured in the ACSI results with improved performance for Columbia Gas in supporting the local community and providing information on energy savings.

AMERICAN CUSTOMER SATISFACTION INDEX GAS INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: Northeast

0-100 Scale

NORTHEAST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Gas Investor-Owned Utilities Northeast	75	73	-3%
National Fuel Gas Distribution Company (National Fuel Gas Company)	78	79	1%
UGI Utilities (UGI Corporation)	80	78	-3%
Columbia Gas (NiSource)	75	77	3%
Public Service Electric & Gas Company (Public Service Enterprise Group)	79	76	-4%
Con Edison (Consolidated Edison)	77	74	-4%
PECO (Exelon Corporation)	77	74	-4%
National Grid USA (National Grid)	74	71	-4%
Eversource (Eversource)	71	70	-1%

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Gas Investor-Owned Utilities: Midwest Region

While customer satisfaction is stable overall at an ACSI score of 76, gas customers in the Midwest region report a mixed set of experiences this year. Among the 11 reported brands, 4 show no year-over-year change in ACSI scores, 4 decline, and 3 post improvements. MidAmerican Energy Company leads the region at 79, rising 1% from last year to secure the top position. Nicor Gas follows closely, holding steady at 78, the second-highest score in the Midwest. DTE Energy stands out for momentum, posting the largest year-over-year improvement in the region, up 6% to reach an ACSI score of 76.

On the gas side, DTE Energy’s year-over-year improvement appears to be driven by targeted investments in natural gas system safety and modernization, expanded affordability and customer-assistance programs, and improved billing transparency and customer-service resolution. In 2025, DTE Gas invested more than \$660 million in system upgrades while connecting vulnerable customers to significant energy-assistance resources, helping reduce bill stress and improve trust during peak heating seasons. DTE’s efforts are reflected in the ACSI data, which shows considerable improvement for providing information on energy-saving ideas as well as perceived value.

AMERICAN CUSTOMER SATISFACTION INDEX GAS INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: Midwest

0-100 Scale

MIDWEST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Gas Investor-Owned Utilities Midwest	76	76	0%
MidAmerican Energy Company (Berkshire Hathaway Energy)	78	79	1%
Nicor Gas (Southern Company)	78	78	0%
CenterPoint Energy (CenterPoint Energy)	76	77	1%
Xcel Energy (Xcel Energy)	79	77	-3%
Ameren (Ameren Corporation)	76	76	0%
DTE Energy (DTE Energy)	72	76	6%
Columbia Gas (NiSource)	75	75	0%
Consumers Energy (CMS Energy Corporation)	75	75	0%
NIPSCO (NiSource)	79	75	-5%
Spire (Spire)	80	73	-9%
We Energies (WEC Energy Group)	75	73	-3%

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Gas Investor-Owned Utilities: South Region

In the South region, overall satisfaction is stable at 76, with gas customers providing more positive feedback compared to the other regions. Almost half of the reported companies show some improvement year over year. Atmos Energy is on top with an ACSI score of 80, achieving the largest gain in the region (+4%). Three companies receive the next highest score of 77. For two of these, this score represents improvement: Atlanta Gas Light (+3%) and CenterPoint Energy (+1%). Duke Energy remains stable.

Over the past year, ACSI leader Atmos Energy has supported customer satisfaction through continued investment in system safety and reliability, expanded-bill payment flexibility and assistance options, ongoing energy-saving education, and visible community engagement across its service territories.

ACSI data indicates that improvement for Atlanta Gas Light largely comes from customers rating the ease of understanding their bill higher. Atlanta Gas Light has continued to focus on improving bill understanding through customer education, particularly around Georgia’s retail gas choice model. By clarifying the distinction between delivery charges and marketer supply costs and expanding online bill-explanation resources, the utility has taken incremental steps to reduce confusion and improve customer comprehension.

AMERICAN CUSTOMER SATISFACTION INDEX GAS INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: South

0-100 Scale

SOUTH			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Gas Investor-Owned Utilities South	76	76	0%
Atmos Energy (Atmos Energy Corporation)	77	80	4%
Atlanta Gas Light (Southern Company)	75	77	3%
CenterPoint Energy (CenterPoint Energy)	76	77	1%
Duke Energy (Duke Energy Corporation)	77	77	0%
Florida City Gas (Chesapeake Utilities Corporation)	76	76	0%
Oklahoma Natural Gas (ONE Gas)	78	75	-4%
Texas Gas Service (ONE Gas)	74	75	1%
Entergy (Entergy Corporation)	74	74	0%
Baltimore Gas and Electric Company (Exelon Corporation)	74	70	-5%

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Gas Investor-Owned Utilities: West Region

The West region overall slips 3% to 71, matching its performance for electric service. Avista tops the West for gas customer satisfaction with an ACSI score of 81. This score is the highest reported for any regional utility this year. Southern California Gas Company ranks next at 79, representing a 3% improvement. San Diego Gas & Electric Company posts the biggest gain, up 4% to 75.

Similar to the consistently high scores across the customer experience that Avista receives from their electric customers, gas customers rate their service high across the board. Avista's top benchmark for ease of understanding the bill comes in slightly higher for gas compared to electric customers. Avista's customer satisfaction performance appears to be supported by consistent execution across core utility fundamentals and across their electric and gas customer relationships. Sustained infrastructure investment, credible progress on clean energy without compromising affordability, and practical energy-saving programs that help customers manage bills give Avista its customer satisfaction edge. Avista's approach emphasizes stability, predictability, and doing the basics well.

AMERICAN CUSTOMER SATISFACTION INDEX GAS INVESTOR-OWNED UTILITIES Customer Satisfaction by Region: West

0-100 Scale

WEST			
COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Gas Investor-Owned Utilities West	73	71	-3%
Avista (Avista Corporation)	NA	81	NA
Southern California Gas Company (Sempra)	77	79	3%
Southwest Gas Corporation (Southwest Gas Holdings)	77	78	1%
San Diego Gas & Electric Company (Sempra)	72	75	4%
Xcel Energy (Xcel Energy)	75	69	-8%
Pacific Gas and Electric Company (PG&E Corporation)	68	67	-1%

NA = Not Available

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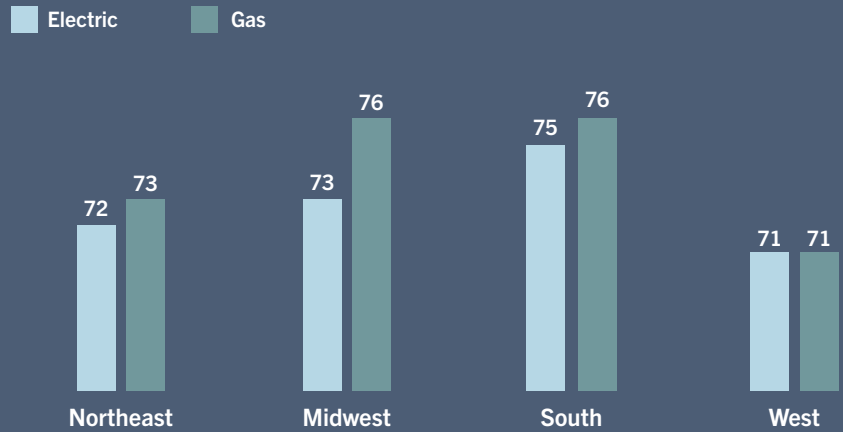
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Customer Satisfaction by Region

For investor-owned energy utilities, regional performance highlights clear variation in customer satisfaction outcomes. The South ranks highest for electric service (75) and is tied with the Midwest for the top gas score (76). In contrast, the West, a region challenged by wildfires and higher rates, posts the lowest satisfaction levels for both electric and gas customers (71 each). Although the Northeast (electric 72, gas 73) outperforms the West, it trails both the Midwest and South regions. Taken together, these patterns reinforce the value of benchmarking utilities against peers operating in comparable regional and regulatory environments.

AMERICAN CUSTOMER SATISFACTION INDEX ENERGY UTILITIES 2026 Electric and Gas ACSI by Region

0-100 Scale



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Municipal Energy Utilities

Representing a distinct business model, municipal energy utilities are ranked separately in this year's study. Salt River Project takes the top spot among its peers with a score of 80 (down 1% compared to last year). CPS Energy posts an impressive 7% improvement to 79, falling just below the front runner. CPS Energy's focus on customer satisfaction is evident across the customer experience benchmarks measured by the ACSI. In addition to working to improve reliability, CPS's success comes from a strong focus on addressing customer feedback, consistently communicating using consumer friendly language, and meeting customer needs through a variety of programs that address affordability concerns.

AMERICAN CUSTOMER SATISFACTION INDEX MUNICIPAL UTILITIES

0-100 Scale

COMPANY	2025 ACSI	2026 ACSI	% CHANGE
Municipal Utilities	75	74	-1%
Salt River Project	81	80	-1%
CPS Energy	74	79	7%
Los Angeles Department of Water and Power	71	71	0%
Colorado Springs Utilities	NA	68	NA

NA = Not Available

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Energy Utilities Customer Experience Benchmarks

For the energy utilities industry overall, most aspects of the customer experience are stable year over year, with all but one of the CX benchmarks remaining steady or showing a 1% improvement. Across the industry, customers report strong performance in terms of providing reliable electric service (82). Likewise, mobile apps meet customer expectations in terms of their quality and reliability (both 82). Rated much lower but standing out due to improved performance, the industry's efforts to support green programs that impact the environment gains 3% to 73.

Looking across the three utility segments, cooperatives continue to outperform municipal and investor-owned utilities. Cooperatives show particularly high performance for electric service reliability (84), ease of understanding bills (83), and electric power restoration (83). While slightly lower compared to cooperatives, municipal utilities score high for reliability (83), understanding bills (81), power restoration (81), and mobile app quality (81).

While investor-owned utilities tend to turn in the lowest scores, the segment matches cooperatives for both the quality and reliability of mobile apps (82). For website satisfaction, investor-owned utilities match the performance of the municipal segment (both 80). While digital experiences receive strong ratings across utility types, ACSI data indicates that mobile apps and websites have become core expectations rather than differentiators for energy utilities

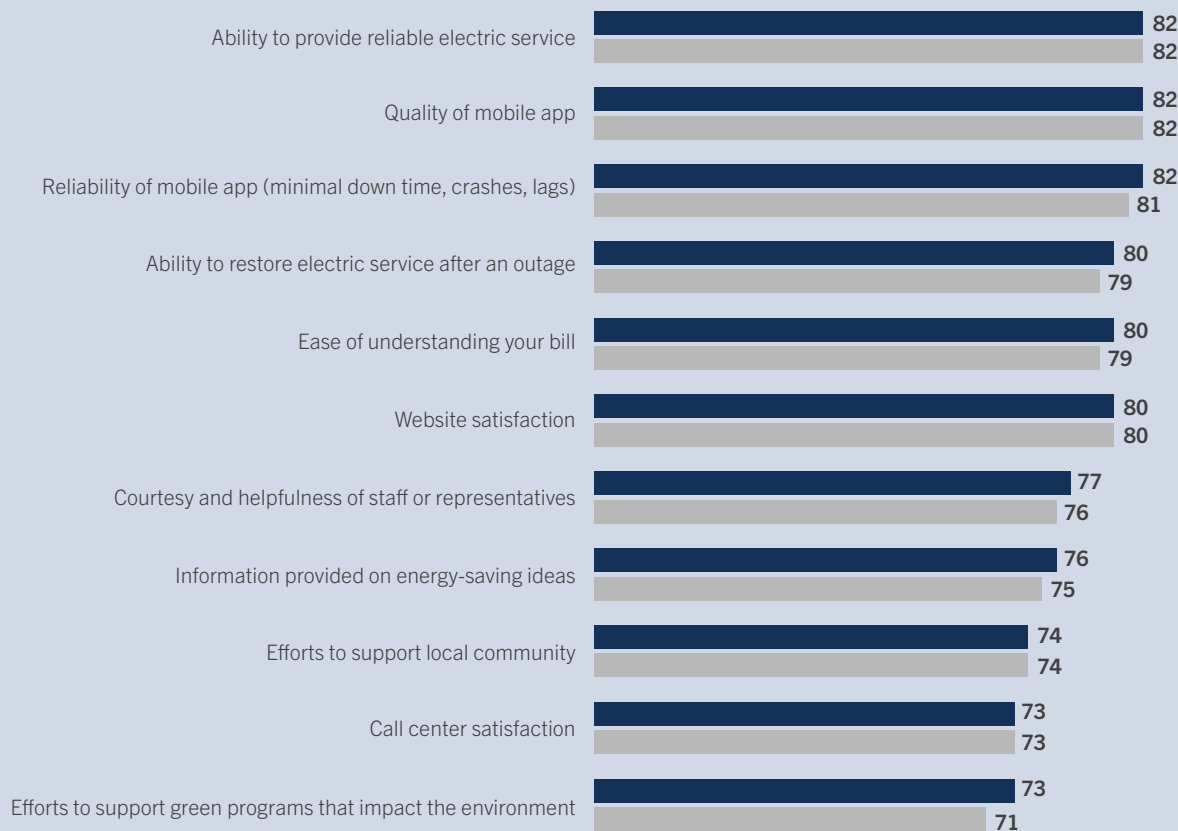
AMERICAN CUSTOMER SATISFACTION INDEX:

ENERGY UTILITIES

Customer Experience Benchmarks Year-Over-Year Industry Trends

0-100 Scale

2026 2025



Source: ACSI Energy Utilities Study 2026.

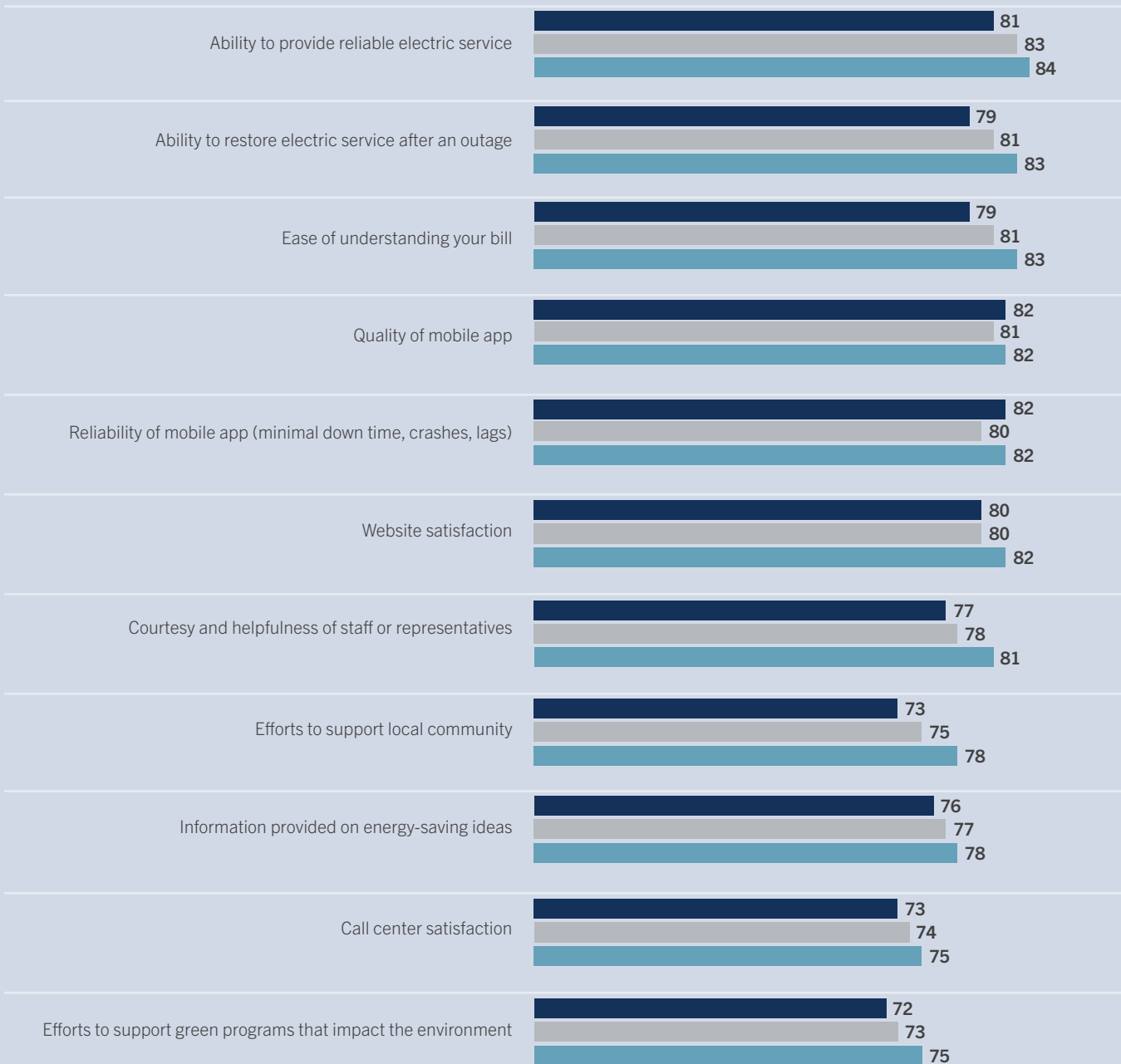
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AMERICAN CUSTOMER SATISFACTION INDEX
ENERGY UTILITIES
2026 Customer Experience Benchmarks by Segment

0-100 Scale

Investor-Owned* **Municipal** **Cooperative**



*The investor-owned segment represents all electric and gas utilities combined.

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Customer Complaints and Pricing

While customer experience performance remains mostly stable, rising complaint rates and pricing are negatively impacting overall customer satisfaction with energy utilities. Although the increases in complaints across the three utility segments are relatively low, there are meaningful differences in ACSI scores for those who complained compared to those who did not. For investor-owned and municipal utilities, ACSI scores for customers who report making a complaint in the past 12 months are 13 to 15 points lower compared to those who did not complain. For cooperative utilities, this gap stretches to 20 points.

AMERICAN CUSTOMER SATISFACTION INDEX

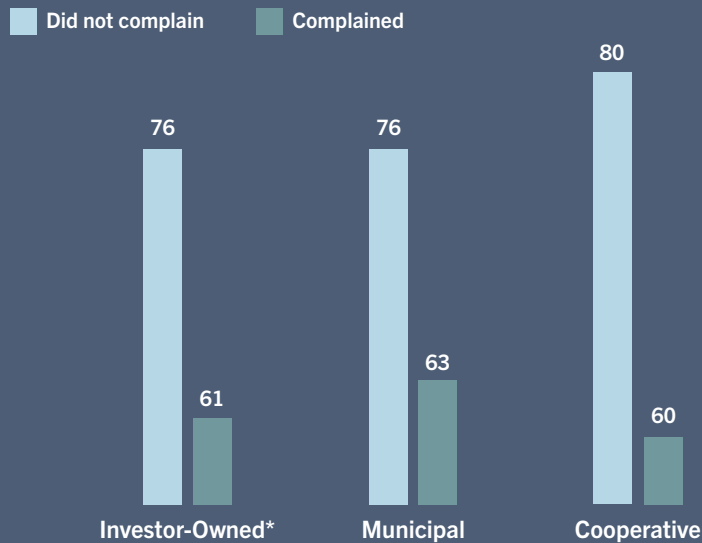
ENERGY UTILITIES Complaints and ACSI

0-100 Scale

COMPLAINT RATES

SEGMENT	2025	2026
Investor-Owned*	15%	17%
Municipal	13%	15%
Cooperative	12%	13%

2026 ACSI



*The investor-owned segment represents all electric and gas utilities combined.

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Customer comments regarding the nature of complaints, as well as suggestions for improvement, indicate that increased pricing is overshadowing the positive aspects of the customer experience that utility companies are working hard to maintain and enhance. Using AI to analyze customer complaint descriptions alongside improvement suggestions, the results point most strongly to high and unpredictable bills as the primary source of dissatisfaction. Customers frequently describe elevated costs, bill increases, or volatility as the core issue driving their complaints. Improvement requests from customers focus on ways to make those costs more manageable or predictable. As a result, customers often point to assistance mechanisms such as payment plans, budget billing, discounts, or usage-reduction programs as practical responses to affordability pressure and bill instability.

Energy Efficiency

In both 2025 and 2026, customers enrolled in energy efficiency programs report higher satisfaction than non-enrolled customers for investor-owned and municipal utilities, with the satisfaction gap widening this year to 3 points for investor-owned and 5 points for municipal utilities. By contrast, cooperative utilities show a different pattern. While there was no difference in 2025, this year non-enrolled cooperative members report higher satisfaction (77) than enrolled members (75). Overall, the results suggest that EE program engagement is increasingly associated with higher satisfaction for some utility types, although the relationship is not consistent across all business models.

For cooperatives, the fact that non-enrolled members are more satisfied in 2026 may reflect variations in program design or delivery, a different mix of customers who enroll (for example, higher-need or higher-usage households), or “friction points” in the enrollment/participation experience (eligibility rules, paperwork, timing of rebates, or communication clarity) that can depress satisfaction even when the program intent is positive.

AMERICAN CUSTOMER SATISFACTION INDEX

ENERGY UTILITIES

Energy Efficiency Program Enrollment and ACSI

0-100 Scale

2026 ACSI

SEGMENT	ENROLLED	DID NOT ENROLL
Investor-Owned*	75	72
Municipal	78	73
Cooperative	75	77

2025 ACSI

SEGMENT	ENROLLED	DID NOT ENROLL
Investor-Owned*	75	73
Municipal	76	75
Cooperative	76	76

*The investor-owned segment represents all electric and gas utilities combined.

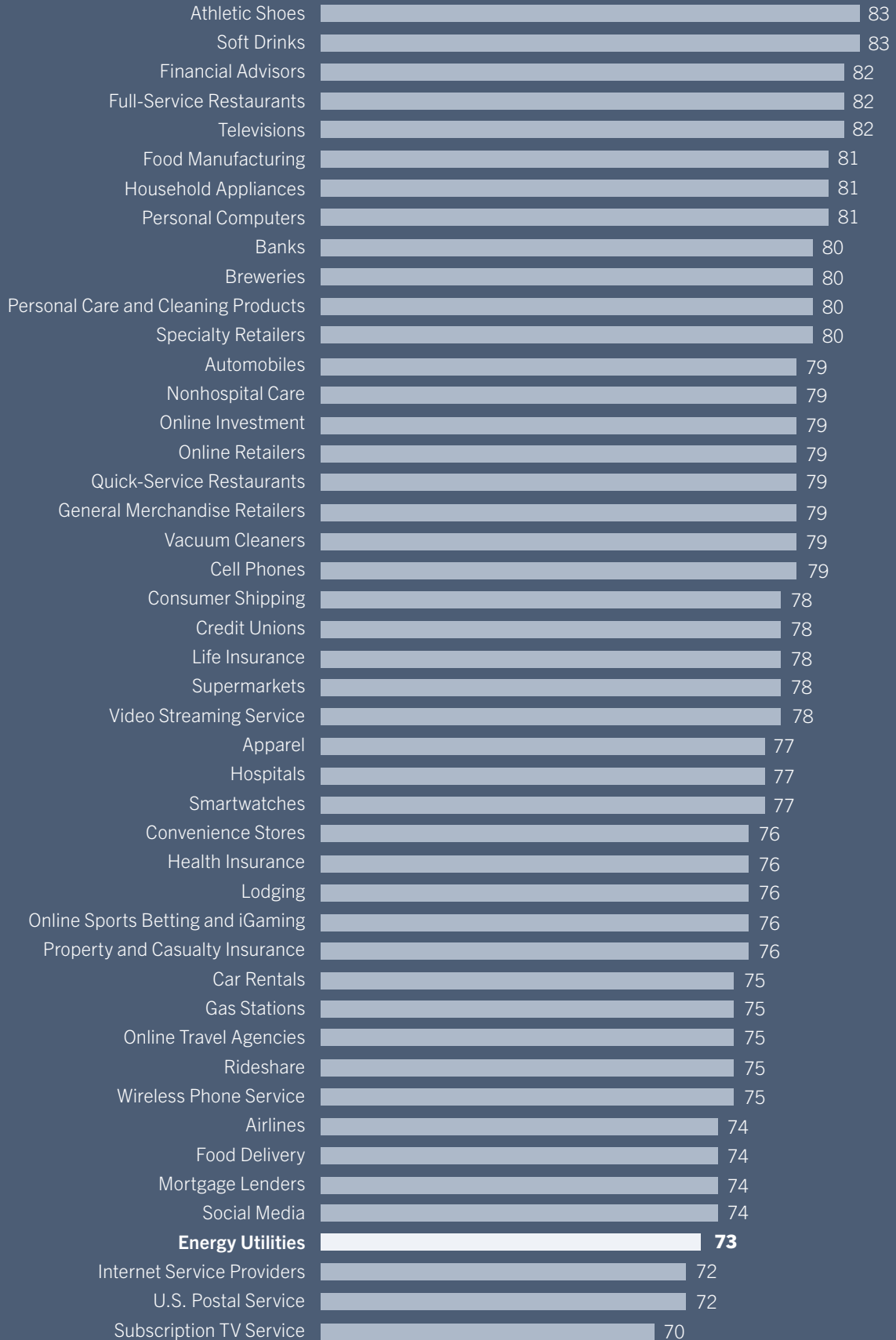
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Customer Satisfaction Benchmarks by Industry

0-100 Scale



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Methodology

The *ACSI Energy Utilities Study 2026* is based on 33,759 completed surveys. Customers were chosen at random and contacted via email between January and December 2025. Customers are asked to evaluate their recent experiences with the largest companies in terms of market share, plus an aggregate category consisting of “all other”—and thus smaller—companies.

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 industry-competitive and best-in-class data on all modeled variables and customer experience benchmarks.

About ACSI

The American Customer Satisfaction Index (ACSI®) is a national economic indicator and a leading provider of customer analytics products that help organizations build lasting customer relationships and prove ROI on experience investments. ACSI’s AI-enhanced platform delivers intuitive dashboards and cause-and-effect analytics that pinpoint the quality drivers most predictive of customer allegiance, retention, price tolerance, and financial performance. ACSI data has been shown to correlate strongly with key micro and macroeconomic indicators, including consumer spending, GDP growth, earnings, and stock returns.

Founded in 1994 at the University of Michigan’s Ross School of Business, the ACSI measures customer satisfaction with more than 400 companies in over 40 industries, including federal government services, based on approximately 200,000 annual interviews.

Contact Information

For more information regarding this study, the energy utilities industry, and how the ACSI can help your company harness the power of customer satisfaction to improve your bottom line, visit www.theacsi.org or contact:

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