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20th J.D. Power Electric Utility Study: SRP First in Residential Customer Satisfaction

Salt River Project | July 13, 2018

For the 19th time in the 20 years that J.D. Power has been surveying residential electric customers — and 17th year in a row — Salt River Project ranks highest in customer satisfaction in the western United States among Large electric utilities with 500,000 or more residential households.

According to the 2018 Electric Utility Residential Customer Satisfaction Study, issued today by J.D. Power, electric customers gave SRP a Customer Satisfaction Index score of 782 on a 1,000-point scale — a seven-point improvement from 2017.

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"How we are perceived by our customers is extremely important to everything we do at SRP, from providing reliable electricity to offering a wide variety of programs and services to help our customers make smart choices about energy usage and saving money," said General Manager and Chief Executive Officer Mike Hummel. "No two families are the same, which is why we listen to our customers and work them to determine what options will work best for them."

The 2018 Electric Utility Residential Customer Satisfaction Study is based on responses from 104,000 online interviews conducted by J.D. Power from July 2017 through May 2018 among residential customers of the 138 largest electric utility brands across the nation, which collectively represent more than 99 million households.

SRP's top ranking in the West Large region in the 2018 J.D. Power residential study marks its 29th award in the 20 years that J.D. Power has surveyed SRP's residential and business customers. In J.D. Power's Electric Utility Business Customer Satisfaction Study, SRP has also received the highest ranking from its business customers six times in the last eight years.

SRP is a community-based, not-for-profit public power utility and the largest provider of electricity in the greater Phoenix metropolitan area, serving more than 1 million customers. SRP also is the metropolitan area's largest supplier of water, delivering about 800,000 acre-feet annually to municipal, urban and agricultural water users.

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