

Georgia Power earns top customer experience rating from leading customer research firm

Monday, April 3, 2017 – Georgia Power recently ranked highest among 19 utilities in the 2017, an annual ranking of companies based on a customer experience.

Temkin Group, a leading customer experience research, consulting and training firm, asked 10,000 consumers to evaluate recent experiences with companies across three dimensions: success (can you do what you want to do?), effort (how easy is it to work with the company?) and emotion (how do you feel about the interactions?). The three scores were then averaged to produce each company's Temkin Experience Rating.

Georgia Power took the top spot among 19 utilities across the United States with a score of 78%. The company came in 28th out of 331 companies across 20 industries.

The Temkin rating is the latest in a growing list of high customer rankings for Georgia Power. The company achieved a top-quartile overall ranking in September 2016 in the annual Customer Value Benchmark (CVB), which compares customer value efforts with peer utilities across the nation. J.D. Power ranked Georgia Power first and third in its annual Electric Utility Business Customer Satisfaction Study for large utilities in the South Region, for business and residential respectively, and Cogent Reports ranked the company third and fifth for business and residential respectively among the 59 largest utilities in 2016.

