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Tucson Electric Power achieves a standout Overall Satisfaction score in the West Region: Midsize Segment of the J.D. Power 2023 U.S. Electric Utility Residential Customer Satisfaction StudySM

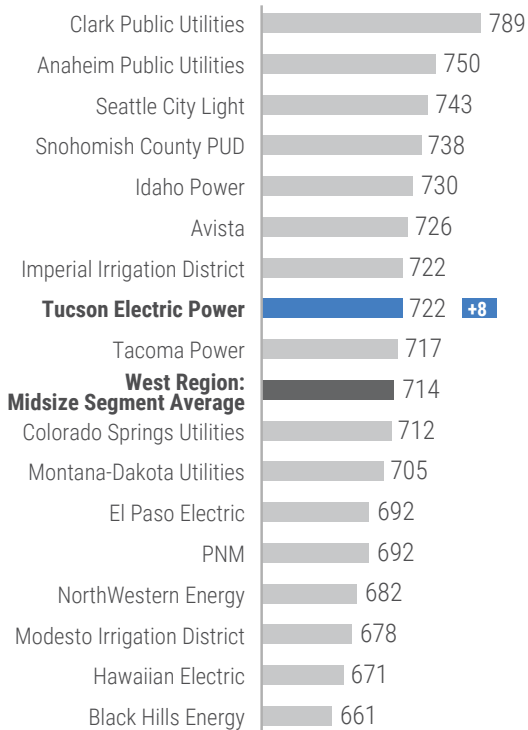


Outperforms the segment average for multiple drivers of customer satisfaction including: Price, Corporate Citizenship, Billing & Payment, Communications, and Customer Care

J.D. Power 2023 U.S. Electric Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking
West Region: Midsize Segment

(Satisfaction scores on a 1,000-point scale)



With the industry Overall Satisfaction score for electric utility providers declining 18 index points and the West Region: Midsize Segment average declining by 16 index points from 2022, it's more important than ever for electric utility providers to stand out with customers. In addition to outperforming the segment average for multiple factors, Tucson Electric Power's Overall Satisfaction (OSAT) score of 722 exceeds the industry average by 9 index points and the West Midsize segment average by 8 index points. This strong performance demonstrates Tucson Electric Power's commitment to satisfying their customers.

The J.D. Power U.S. Electric Utility Residential Customer Satisfaction StudySM measures residential customer satisfaction with large and midsize electric utility companies in four U.S. regions: East, Midwest, South and West. The study examines satisfaction across six factors: Power Quality and Reliability; Price; Billing and Payment; Communications; Corporate Citizenship; and Customer Care.

Tucson Electric Power's Factor Score Highlights

FACTOR		REGION AVERAGE
Price	638	631
Customer Care	798	783
Corporate Citizenship	688	671
Billing & Payment	777	775
Communications	703	678



We know our service is critically important to our customers and our community. We work here, we live here, and we know our neighbors depend on us for reliable service. That's why we approach our work with purpose and with a focus on exceptional service.

Susan Gray, President and CEO



Source: J.D. Power 2023 U.S. Electric Utility Residential Customer Satisfaction StudySM Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.