

From: [A message from Eric Silagy](#)
To: [Kachmar, Alexander](#)
Subject: J.D. Power: FPL ranked #1 in customer satisfaction
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A message from Eric Silagy



July 13, 2016

To all FPL employees:

I am proud to share with you that today FPL received the J.D. Power award for ranking highest in residential customer satisfaction among large utilities in the South, and ranked second-highest in the nation for residential customer satisfaction among all large electric providers. 

This is a big deal for us all. It's the first time that we have received the top ranking in our segment for this survey of residential customers, and our 2016 score is the highest the company has achieved in the study's 18 year history.

The study's rankings are based on survey responses from more than 100,000 residential utility customers across the country. The rankings examine six key factors: price; power quality and reliability; billing and payment; communications; corporate citizenship; and customer service.

Importantly, our customers rated FPL tops among all large utilities nationally in the categories of price, communications and billing and payment, and second-highest in corporate citizenship. This is no small accomplishment and is something all of us can and should take great pride in.

Just a few weeks ago I shared with you our new [TV advertisement](#) that highlights you, your dedication to our customers, and your commitment to excellence. Today's recognition is a further testament to the hard work of every FPL employee; our customers appreciate the service that you provide each and every day.

This ranking would not be possible without you, and I'm honored to work alongside each of you to continue to improve service for our customers while setting the example for our industry and our nation to follow. Please stay safe, and thank you for all you do to make FPL great.

Eric Silagy



[Eric Silagy](#)
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