

2023 National Comparisons

GHBLP customers report being satisfied or very satisfied in all but one of the following categories than those surveyed nationally.



CHARACTERISTIC/QUESTIONS	GHBLP Residential 2023	Public Power Data Source 2022
Satisfaction with customer service	89.1%	81.9%
Communicating with customers	80.6%	67.9%
Helping customers use less electricity	69.4%	58.2%
Being open and honest about company operations and policies	74.5%	63.1%
Maintaining modern and reliable infrastructure	81.6%	66.3%
Providing good service and value for the cost of electricity	81.2%	63.6%
Overall Satisfaction	83.2%	68.3%
Satisfaction with field service representative	87.2%	88.2%