



American Public Power Association

The Public Power Customer Satisfaction Awards recognize municipal utilities for positive performance among several criteria and characteristics evaluated in the core Public Power Data Source (PPDS) survey instrument. To qualify for a Public Power Customer Satisfaction Award, utilities must subscribe to the PPDS.

Subscribers may receive an award for receiving excellent ratings in the following areas:

- overall satisfaction
- customer service
- field personnel
- communication
- reliability
- rates/value for cost
- outage response
- innovative programs and services



GOLD



SILVER



BRONZE

Utilities will receive an award based on their average rating for all criteria. Utilities are eligible for an award among several award levels. If a utility scores an average rating of 80% or higher for these categories, they will attain a bronze-level award. At a 90% average rating or higher, they will attain a silver-level award, and at a 95% average rating or higher, they will attain a gold-level award.

Winners will be recognized at APPA's annual [Customer Connections Conference](#), and APPA will provide marketing collateral to help them publicize their achievement with customers and stakeholders.



Powering Strong Communities