

**Jackson EMC Performance in J.D. Power and Associates
Electric Utility Residential Customer Satisfaction Survey**

	<u>JEMC</u>	<u>Average</u>
2008	725	632
2009	705	624
2010	769	706
2011	711	641
2012	709	636
2013	709	651
2014	729	664
2015	730	684
2016*	763	719
2017	773	749

** JDPA separated Cooperatives from Mid-size Segment*