

American Customer Satisfaction Index



University
of Michigan
Business
School

[ACSI Home](#) • [What It Measures](#) • [Methodology](#)

Transportation/Communications/Utilities & Services Sector, Industry, and Company Scores 1995-Q1/2001 May 21, 2001

COMMENTARY/ANALYSIS ON FINDINGS

- [Transportation/Communications/Utilities & Services](#)

☐ E-Mail
This Page

Sector/Industry/Company (In descending order of current ACSI score within industry. All scores are on 100-point scale.)									From Previous Year	From first year measured
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
TRANSPORTATION - COMMUNICATIONS - UTILITIES	75.5	75.1	75.5	71.6	71.2	70.3	70.6	68.4	- 3.1%	- 9.4%
Parcel delivery- express mail	81	81	85	80	78	79	81	78	- 3.7%	- 3.7%
Federal Express Corporation	85	85	86	82	80	83	83	82	-1.2%	-3.5%
United Parcel Service of America, Inc.	82	83	87	82	77	79	81	78	-3.7%	-4.9%
U.S. Postal Service- Package & Express	69	70	74	70	75	75	75	73	-2.7%	5.8%
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
U.S. Postal Service	61	69	74	69	71	71	72	70	- 2.8%	14.8%
Airlines-scheduled	72	69	69	67	65	63	63	61	- 3.2%	- 15.3%
Southwest Airlines Corporation	78	76	76	76	74	72	70	70	0.0%	-10.3%
Continental Airlines, Inc.	67	64	66	64	66	64	62	67	8.1%	0.0%
All Others	NM	70	74	70	62	67	63	64	1.6%	-8.6%
AMR Corporation (American Airlines)	70	71	71	62	67	64	63	62	-1.6%	-11.4%

Delta Airlines, Inc.	77	72	67	69	65	68	66	61	-7.6%	-20.8%
USAir Group, Inc.	72	67	66	68	65	61	62	60	-3.2%	-16.7%
United Corporation (UAL)	71	67	70	68	65	62	62	59	-4.8%	-16.9%
Northwest Airlines Corporation	69	71	67	64	63	53	62	56	-9.7%	-18.8%
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
Telecommunication				75	74	73	72	70	-2.8%	-6.7%
Telecommunication-long distance	82	82	81							
All Others	NM	NM	80	78	76	75	77	74	-3.9%	-7.5%
AT&T Corporation	85	83	83	80	81	79	75	73	-2.7%	-14.1%
Verizon Communications, Inc. (GTE)	NM	NM	NM	77	73	74	73	72	-1.4%	-6.5%
Sprint Corporation	79	83	80	76	76	74	70	71	1.4%	-10.1%
MCI WorldCom	75	75	78	72	74	73	70	70	0.0%	-6.7%
Telecommunication-local	79	78	77							
BellSouth Corporation	83	83	83	78	78	76	75	74	-1.3%	-10.8%
Verizon Communications, Inc. (Bell Atlantic/GTE)	NM	NM	NM	NM	71	73	71	73	2.8%	2.8%
SBC Communications (includes Ameritech)	NM	NM	NM	NM	71	71	70	66	-5.7%	-7.0%
All Others	77	76	74	71	72	71	70	64	-8.6%	-18.9%
Qwest Communications (US WEST)	77	76	74	71	68	67	64	61	-4.7%	-20.5%
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
Broadcasting-TV	77	76	70	62	65	62	64	62	-3.1%	-19.5%
Energy Utilities	75	74	75	73	73	74	75	69*	-8.0%	-8.0%
Gas Service										
KeySpan	NM	NM	NM	NM	NM	NM	NM	68	NA	NA
Electric Service										

The Southern Company	78	78	76	77	79	78	80	80	0.0%	2.6%
Duke Energy Corporation	82	80	83	79	78	80	79	79	0.0%	-3.7%
American Electric Power Company (includes CSW)	78	80	82	77	78	77	79	76	-3.8%	-2.6%
Northeast Utilities	70	70	72	67	65	68	72	76	5.6%	8.6%
DTE Energy (The Detroit Edison Company)	78	78	78	75	74	74	75	74	-1.3%	-5.1%
New England Electric System (NEES)	NM	NM	NM	NM	NM	NM	NM	73	NA	NA
The FPL Group, Inc.	77	77	74	69	75	74	76	73	-3.9%	-5.2%
FirstEnergy	NM	NM	NM	NM	NM	NM	NM	72	NA	NA
GPU (General Public Utilities Corporation)	77	79	79	69	75	75	78	72	-7.7%	-6.5%
PacifiCorp	NM	NM	NM	NM	NM	NM	NM	72	NA	NA
TXU (Texas Utilities Company, Inc.)	73	74	77	70	76	74	76	71	-6.6%	-2.7%
Entergy Corporation	75	76	75	70	70	69	74	69	-6.8%	-8.0%
All Others	75	73	75	74	75	74	76	68	-10.5%	-9.3%
Reliant Energy	NM	NM	NM	68	73	73	75	67	-10.7%	-1.5%
Exelon (ComEd/Unicom & PECO)	NM	NM	NM	NM	NM	NM	NM	66	NA	NA
SCECORP (SoCalEdison/Edison International)	76	74	77	78	75	73	78	60	-23.1%	-21.1%
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
Gas and Electric Service										
PPL Corporation	NM	NM	NM	NM	NM	NM	NM	80	NA	NA
Allegheny Energy, Inc.	NM	NM	NM	NM	NM	NM	NM	79	NA	NA
Ameren Corporation	NM	NM	NM	NM	NM	NM	NM	78	NA	NA
Progress Energy	NM	NM	NM	NM	NM	NM	NM	76	NA	NA
CMS Energy Corporation	79	76	77	75	73	76	76	75**	-1.3%	-5.1%
Public Service Enterprise Group	79	80	77	75	74	73	78	75**	-3.8%	-5.1%
Energy East	NM	NM	NM	NM	NM	NM	NM	73	NA	NA
Niagara Mohawk Power Corporation	69	73	64	65	68	68	69	69**	0.0%	0.0%

NiSource, Inc. (Nipsco Industries)	NM	NM	NM	NM	NM	NM	NM	67	NA	NA
Sempra Energy	NM	NM	NM	NM	NM	NM	NM	67	NA	NA
Consolidated Edison Company of New York	77	76	74	71	69	73	71	65**	-7.0%	-14.3%
Dominion Resources, Inc.	74	75	72	74	75	74	75	65**	-13.3%	-12.2%
Xcel	NM	NM	NM	NM	NM	NM	NM	65	NA	NA
Pacific Gas & Electric (PG&E)	73	71	72	71	68	71	73	49**	-32.9%	-32.9%
* 2001 Energy Utilities industry score reflects both gas and electric service										
** As of 2001 ACSI includes the gas service of these companies										
	Baseline*	Q4 1995	Q4 1996	Q4 1997	Q4 1998	Q4 1999	Q4 2000	Q1 2001	% Changes	% Changes
Publishing-newspaper	72	68	69	69	66	69	68	68	0.0%	-5.6%
SERVICES	74.4	74.2	71.2	67.7	72.2	70.4	69.4	68.8	- 0.9%	- 7.5%
Hotels	75	73	72	71	71	72	72	71	- 1.4%	- 5.3%
Marriott International Corporation	80	76	77	76	76	77	74	77	4.1%	-3.8%
Hilton Hotels Corporation (including Promus)	75	75	75	75	72	74	77	74	-3.9%	-1.3%
Hyatt Corporation	76	75	77	77	75	73	74	73	-1.4%	-3.9%
Holiday Inn	69	69	NM	NM	69	68	71	71	0.0%	2.9%
Starwood Hotels and Resorts Worldwide, Inc.	NM	NM	NM	NM	NM	NM	73	71	-2.7%	-2.7%
All Others	NM	73	71	71	70	71	72	70	-2.8%	-4.1%
Ramada Inns	70	69	70	64	67	67	69	66	-4.3%	-5.7%
Hospitals	74	74	71	67	72	70	69	68	- 1.4%	- 8.1%
Motion Pictures	77	77	74	71	76	71	68	71	4.4%	- 7.8%

* All baseline measurements were taken in Summer, 1994.

The ACSI is updated quarterly, with results for a different set of industries each quarter.

University of Michigan
ACSI Study
AmerenUE/EC-2002-1

2001 Rank	COMPANY NAME	STATE	RETAIL COMPETITION	ALTERNATIVE REGULATION PROGRAMS
1	PPL Corporation	Pennsylvania	Yes	No
2	Allegheny Energy, Inc	Maryland	Yes	No
2	Allegheny Energy, Inc	Ohio	Yes	No
2	Allegheny Energy, Inc	Pennsylvania	Yes	No
2	Allegheny Energy, Inc	Virginia	Yes	No
2	Allegheny Energy, Inc	West Virginia	Yes	No
3	Ameren Corporation	Misouri	No	No
3	Ameren Coporation	Illinois	Yes	Yes-Ended in 2002
4	Progress Energy	Florida	No	No
4	Progress Energy	S. Carolina	No	No
4	Progress Energy	N. Carolina	No	No
5	CMS Energy Corp.	Michigan	Yes	No
6	Public Service Enterprise Group	New Jersey	Yes	No
7	Energy East	Maine	Yes	Yes
7	Energy East	New York	Yes	Yes
7	Energy East	Connecticut	Yes	No
8	Niagara Mohawk Power Corporation	New York	Yes	Yes-Ended in 2002
9	NiSource, Inc. (Nipsco)	Kentucky	No	No
9	NiSource, Inc. (Nipsco)	Maryland	Yes	No
9	NiSource, Inc. (Nipsco)	Ohio	Yes	No
9	NiSource, Inc. (Nipsco)	Pennsylvania	Yes	No
9	NiSource, Inc. (Nipsco)	Virginia	No	No
10	Sempra Energy	California	Yes	Yes
11	Consolidated Edison Co. of New York	New York	Yes	Yes
11	Consolidated Edison Co. of New York	Pennsylvania	Yes	No
	Consolidated Edison Co. of New York	New Jersey	Yes	No
12	Dominion Resources, Inc.	Virginia	Yes	No
12	Dominion Resources, Inc.	North Carolina	No	No
12	Dominion Resources, Inc.	Ohio	Yes	No
12	Dominion Resources, Inc.	Pennsylvania	Yes	No
12	Dominion Resources, Inc.	West Virginia	Yes	No

**University of Michigan
ACSI Study
AmerenUE/EC-2002-1**

2001 Rank	COMPANY NAME	STATE	RETAIL COMPETITION	ALTERNATIVE REGULATION PROGRAMS
13	Xcel Energy	Arizona	Yes	No
13	Xcel Energy	Colorado	No	Yes
13	Xcel Energy	Kansas	No	No
13	Xcel Energy	Michigan	Yes	No
13	Xcel Energy	New Mexico	No	No
13	Xcel Energy	North Dakota	No	Yes
13	Xcel Energy	Oklahoma	No	No
13	Xcel Energy	South Dakota	No	Yes
13	Xcel Energy	Texas	Yes	No
13	Xcel Energy	Wisconsin	No	No
13	Xcel Energy	Wyoming	No	No
14	Pacific Gas & Electric (PG&E)	California	Yes	Yes



[About The ACSI](#)
[Methodology](#)
[Predictive Capabilities](#)
[Scores & Commentaries](#)
[Products & Services](#)
[ACSI Related Research](#)
[Subscriber Area](#)
[Contact The ACSI](#)

First Quarter Scores

Transportation/Communications/Utilities & Services

Sector: Transportation/Communications/Utilities

Industries: parcel delivery, US Postal Service, airlines, telecommunications, broadcasting/TV, publishing/newspapers, utilities

Sector: Services

Industries: hotels, hospitals, motion pictures

Next Update: May 19, 2003

Commentary by Professor Claes Fornell

Sector/Industry/Company (In descending order of current ACSI score within industry. All scores are on 100-point scale.)										From Previous Year	From first year measured
	Baseline*	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
TRANSPORTATION - COMMUNICATIONS - UTILITIES	75.5	75.1	75.5	71.6	71.2	70.3	70.6	68.4	70.2	2.6%	- 7.0%
Parcel Delivery- Express Mail	81	81	85	80	78	79	81	78	79	1.3%	- 2.5%
Federal Express Corporation	85	85	86	82	80	83	83	82	82	0.0%	-3.5%
United Parcel Service of America, Inc.	82	83	87	82	77	79	81	78	80	2.6%	-2.4%
U.S. Postal Service- Package & Express	69	70	74	70	75	75	75	73	73	0.0%	5.8%
	Baseline*	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
U.S. Postal Service	61	69	74	69	71	71	72	70	73	4.3%	19.7%
Airlines-Scheduled	72	69	69	67	65	63	63	61	66	8.2%	- 8.3%
Southwest Airlines Corporation	78	76	76	76	74	72	70	70	74	5.7%	-5.1%
All Others	NM	70	74	70	62	67	63	64	72	12.5%	2.9%

Continental Airlines, Inc.	67	64	66	64	66	64	62	67	68	1.5%	1.5%
Delta Airlines, Inc.	77	72	67	69	65	68	66	61	66	8.2%	-14.3%
Northwest Airlines Corporation	69	71	67	64	63	53	62	56	65	16.1%	-5.8%
United Corporation (UAL)	71	67	70	68	65	62	62	59	64	8.5%	-9.9%
AMR Corporation (American Airlines)	70	71	71	62	67	64	63	62	63	1.6%	-10.0%
USAir Group, Inc.	72	67	66	68	65	61	62	60	63	5.0%	-12.5%
	Baseline*	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
Telecommunication				75	74	73	72	70	71	1.4%	-5.3%
Telecommunication-Long Distance	82	82	81								
Sprint Corporation	79	83	80	76	76	74	70	71	74	4.2%	-6.3%
Verizon Communications, Inc. (GTE)	NM	NM	NM	77	73	74	73	72	74	2.8%	-3.9%
All Others	NM	NM	80	78	76	75	77	74	73	-1.4%	-8.8%
AT&T Corporation	85	83	83	80	81	79	75	73	73	0.0%	-14.1%
WorldCom	75	75	78	72	74	73	70	70	70	0.0%	-6.7%
Telecommunication-Local	79	78	77								
BellSouth Corporation	83	83	83	78	78	76	75	74	74	0.0%	-10.8%
All Others	77	76	74	71	72	71	70	64	73	14.1%	-5.2%
SBC Communications (includes Ameritech)	NM	NM	NM	NM	71	71	70	66	67	1.5%	-5.6%
Verizon Communications, Inc. (Bell Atlantic/GTE)	NM	NM	NM	NM	71	73	71	73	67	-8.2%	-5.6%
Qwest Communications (US WEST)	77	76	74	71	68	67	64	61	56	-8.2%	-27.3%
Cable/Satellite TV	NM	NM	NM	NM	NM	NM	NM	64	61	-4.7%	-4.7%
DIRECTV, Inc.	NM	NM	NM	NM	NM	NM	NM	70	70	0.0%	0.0%
EchoStar Communications Corporation	NM	NM	NM	NM	NM	NM	NM	71	68	-4.2%	-4.2%
All Others	NM	NM	NM	NM	NM	NM	NM	62	63	1.6%	1.6%

AOL Time Warner Inc.	NM	NM	NM	NM	NM	NM	NM	63	61	-3.2%	-3.2%
AT&T Corporation	NM	NM	NM	NM	NM	NM	NM	62	56	-9.7%	-9.7%
Comcast Corporation	NM	NM	NM	NM	NM	NM	NM	64	56	-12.5%	-12.5%
Charter Communications	NM	NM	NM	NM	NM	NM	NM	63	53	-15.9%	-15.9%
	<u>Baseline*</u>	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
Broadcasting-TV	77	76	70	62	65	62	64	62	65	4.8%	-15.6%
Energy Utilities	75	74	75	73	73	74	75	69*	73	5.8%	-2.7%
All Others	75	73	75	74	75	74	76	68	74	8.8%	-1.3%
Gas Service											
KeySpan	NM	NM	NM	NM	NM	NM	NM	68	72	5.9%	5.9%
Electric Service											
The Southern Company	78	78	76	77	79	78	80	80	81	1.3%	3.8%
Duke Energy Corporation	82	80	83	79	78	80	79	79	79	0.0%	-3.7%
FirstEnergy (includes GPU)	NM	NM	NM	NM	NM	NM	NM	72	77	6.9%	6.9%
American Electric Power Company (includes CSW)	78	80	82	77	78	77	79	76	75	-1.3%	-3.8%
Entergy Corporation	75	76	75	70	70	69	74	69	74	7.2%	-1.3%
Reliant Energy	NM	NM	NM	68	73	73	75	67	74	10.4%	10.4%
PacifiCorp	NM	NM	NM	NM	NM	NM	NM	72	71	-1.4%	-1.4%
The FPL Group, Inc.	77	77	74	69	75	74	76	73	71	-2.7%	-7.8%
SCECORP (SoCalEdison/Edison International)	76	74	77	78	75	73	78	60	66	10.0%	-13.2%
	<u>Baseline*</u>	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
Gas and Electric Service											
Allegheny Energy, Inc.	NM	NM	NM	NM	NM	NM	NM	79	80	1.3%	1.3%
PPL Corporation	NM	NM	NM	NM	NM	NM	NM	80	80	0.0%	0.0%
Progress Energy	NM	NM	NM	NM	NM	NM	NM	76	77	1.3%	1.3%
Ameren Corporation	NM	NM	NM	NM	NM	NM	NM	78	76	-2.6%	-2.6%
CMS Energy Corporation	79	76	77	75	73	76	76	75**	76	1.3%	-3.8%
Public Service											

Public Service Enterprise Group	79	80	77	75	74	73	78	75**	76	1.3%	-3.8%
TXU (Texas Utilities Company, Inc.)	73	74	77	70	76	74	76	71	75	5.6%	2.7%
Consolidated Edison Company of New York	77	76	74	71	69	73	71	66**	74	12.1%	-3.9%
Sempra Energy	NM	NM	NM	NM	NM	NM	NM	67	74	10.4%	10.4%
Xcel	NM	NM	NM	NM	NM	NM	NM	65	74	13.8%	13.8%
Energy East	NM	NM	NM	NM	NM	NM	NM	73	73	0.0%	0.0%
National Grid USA (Niagra Mohawk & NEES)	NM	NM	NM	NM	NM	NM	NM	NM	73	NA	NA
Northeast Utilities	70	70	72	67	65	68	72	76	72	-5.3%	2.9%
Dominion Resources, Inc.	74	75	72	74	75	74	75	65**	70	7.7%	-5.4%
Exelon (ComEd/Unicom & PECO)	NM	NM	NM	NM	NM	NM	NM	66	69	4.5%	4.5%
DTE Energy (The Detroit Edison Company)	78	78	78	75	74	74	75	74	68	-8.1%	-12.8%
NiSource, Inc. (Nipsco Industries)	NM	NM	NM	NM	NM	NM	NM	67	68	1.5%	1.5%
Pacific Gas & Electric (PG&E)	73	71	72	71	68	71	73	49**	58	18.4%	-20.5%
* 2001 Energy Utilities industry score reflects both gas and electric service											
** As of 2001 ACSI includes the gas service of these companies											
	Baseline*	Q1 1995	Q1 1996	Q1 1997	Q1 1998	Q1 1999	Q1 2000	Q1 2001	Q1 2002	% Changes	% Changes
Publishing-Newspaper	72	68	69	69	66	69	68	68	63	-7.4%	-12.5%
SERVICES	74.4	74.2	71.2	67.7	72.2	70.4	69.4	68.8	70.2	2.0%	-5.6%
Hotels	75	73	72	71	71	72	72	71	71	0.0%	- 5.3%
Hilton Hotels Corporation (including Promus)	75	75	75	75	72	74	77	74	76	2.7%	1.3%
Marriott International Corporation	80	76	77	76	76	77	74	77	76	-1.3%	-5.0%
Hyatt Corporation	76	75	77	77	75	73	74	73	75	2.7%	-1.3%

All Others	NM	73	71	71	70	71	72	70	70	0.0%	-4.1%
Holiday Inn	69	69	NM	NM	69	68	71	71	69	-2.8%	0.0%
Starwood Hotels and Resorts Worldwide, Inc.	NM	NM	NM	NM	NM	NM	73	71	69	-2.8%	-5.5%
Ramada Inns	70	69	70	64	67	67	69	66	67	1.5%	-4.3%
Hospitals	74	74	71	67	72	70	69	68	70	2.9%	-5.4%
Motion Pictures	77	77	74	71	76	71	68	71	70	-1.4%	-9.1%
Finance/Insurance											
Healthcare Insurance	NM	NM	NM	NM	NM	NM	NM	NM	68	NA	NA
All Others	NM	NM	NM	NM	NM	NM	NM	NM	70	NA	NA
Blue Cross Blue Shield Association	NM	NM	NM	NM	NM	NM	NM	NM	66	NA	NA
United Healthcare	NM	NM	NM	NM	NM	NM	NM	NM	66	NA	NA
Aetna, Inc.	NM	NM	NM	NM	NM	NM	NM	NM	64	NA	NA

* All baseline measurements were taken in Summer, 1994.

[Home](#)

[Top of Page](#)

BERNSEN

SCHEDULE 4

DEEMED

PROPRIETARY

IN ITS ENTIRETY

AmerenUE Complaints Per 1000 Customers
January 1998 - March 2002

