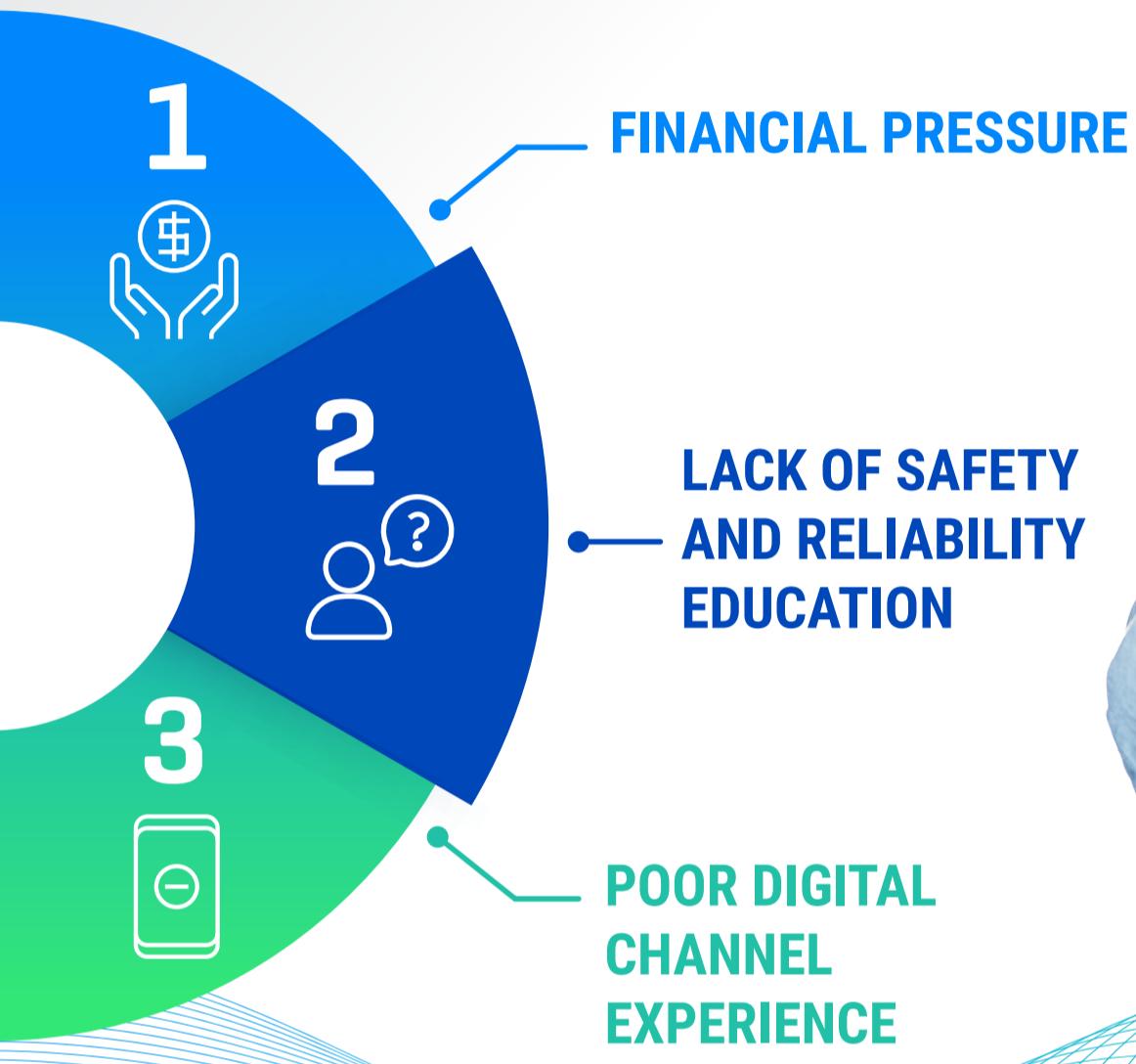


# J.D. POWER

UTILITIES INTELLIGENCE

## The **real reasons** behind the recent drop in residential gas customer satisfaction—and what utilities can do about it

### What are **3 OF THE TOP PAIN POINTS** for residential gas utility customers?



**UNDERSTANDING CUSTOMER PAIN POINTS IS ESSENTIAL** for utilities to strategize effectively and restore customer trust and satisfaction.

To build satisfaction utilities should...

- 1 PROVIDE TRANSPARENT AND CONSISTENT ADVICE**
- 2 MANAGE HIGH-QUALITY "PEOPLE" INTERACTIONS**
- 3 PROVIDE STREAMLINED, EFFORTLESS CUSTOMER TRANSACTIONS**

Explore the key drivers behind the mid-year decline in U.S. gas utility customer satisfaction—and **gain strategic insights to help your organization lead the turnaround.**

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