Georgia Power

Bin 10230
241 Ralph McGill Boulevard, NE
Atlanta, GA 30308-3374

July 1, 2024

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-5701

Re: Georgia Power Reliability and Quality of Electric Service; Docket No. 11941-U, Annual Filing

Dear Ms. Tanner:

Enclosed is Georgia Power's filing of 2023 Customer Satisfaction Survey Information, including reliability components, along with supporting statistics in response to the order issued in the aforementioned docket.

The attached 2023 system average interruption duration index ("SAIDI") and system average interruption frequency index ("SAIFI") data were calculated according to the IEEE Standard 1366-2003 2.5 Beta Method for the Residential and General Business customer segments. Georgia Power uses the Net Promoter Score for Managed Accounts, previously identified as the Large Business segment. The Net Promoter Score results are attached on the fourth and fifth pages of the filing.

Please call me at (404) 506-3044 should you have any questions regarding this report.

Sincerely,

/s/ Kelley M. Balkcom

Kelley M. Balkcom
Director, Regulatory Affairs
mmcclosk@southernco.com

Georgia Power
2023 System Average Interruption Duration Index (SAIDI)
and
2023 System Average Interruption Frequency Index (SAIFI)

$$\text{2023 SAIDI} = \frac{\sum \text{Customer Minutes Interrupted}}{\text{Total Number of Customers Served}} = \frac{374,421,564}{2,681,963} = 139.61$$

$$\text{2023 SAIFI} = \frac{\sum \text{Total Number of Customers Interrupted}}{\text{Total Number of Customers Served}} = \frac{3,336,221}{2,681,963} = 1.24$$

Georgia Power 2023 Customer Satisfaction Survey Results*			
Reliability		Overall satisfaction	
Residential	General Business	Residential	General Business
8.79	8.69	8.34	8.49
8.71	8.69	8.29	8.40
8.66	8.67	8.24	8.27
8.64	8.49	8.24	8.25
8.62	8.45	8.22	8.12
8.61	8.44	8.21	8.09
8.59	8.42	8.20	8.09
8.58	8.40 (GPC)	8.20	8.08 (GPC)
8.54	8.38	8.18	7.98
8.53	8.37	8.13	7.94
8.52	8.36	8.11	7.94
8.50	8.33	8.10	7.94
8.48	8.32	8.06	7.94
8.44	8.30	8.06	7.88
8.44	8.29	7.99	7.88
8.44	8.27	7.95	7.86
8.42	8.26	7.93 (GPC)	7.84
8.42	8.24	7.92	7.84
8.42	8.21	7.90	7.84
8.41	8.18	7.89	7.83
8.35	8.18	7.86	7.82
8.33	8.16	7.85	7.82
8.29	8.15	7.82	7.81
8.27	8.14	7.82	7.79
8.26	8.11	7.80	7.76
8.24	8.11	7.79	7.75
8.22 (GPC)	8.09	7.78	7.73
8.16	8.09	7.77	7.68
8.16	8.06	7.72	7.67

8.15	8.05	7.69	7.63
8.14	8.03	7.69	7.62
8.12	8.00	7.68	7.60
8.12	7.98	7.68	7.60
8.11	7.97	7.66	7.57
8.09	7.96	7.65	7.57
8.09	7.96	7.64	7.56
8.09	7.94	7.63	7.50
8.08	7.94	7.62	7.50
8.07	7.82	7.61	7.47
8.07	7.82	7.61	7.41
8.06	7.81	7.59	7.37
8.05	7.77	7.58	7.32
8.04	7.76	7.56	7.22
8.04	7.50	7.55	7.09
8.03	7.35	7.54	6.89
8.03	7.25	7.53	6.81
8.03	7.24	7.49	6.56
8.02		7.49	
8.02		7.48	
8.02		7.47	
8.01		7.46	
8.00		7.46	
8.00		7.44	
8.00		7.43	
7.96		7.42	
7.95		7.40	
7.95		7.39	
7.95		7.38	
7.95		7.38	
7.94		7.38	
7.93		7.37	
7.92		7.37	
7.91		7.35	
7.90		7.33	
7.89		7.32	
7.88		7.32	
7.86		7.32	
7.85		7.31	
7.81		7.29	
7.81		7.28	

7.81		7.28	
7.80		7.25	
7.78		7.24	
7.77		7.24	
7.77		7.23	
7.76		7.22	
7.76		7.19	
7.75		7.19	
7.74		7.19	
7.74		7.19	
7.71		7.16	
7.69		7.16	
7.69		7.16	
7.69		7.15	
7.67		7.12	
7.63		7.09	
7.59		7.09	
7.56		7.02	
7.53		6.96	
7.53		6.95	
7.52		6.89	
7.48		6.85	
7.47		6.85	
7.47		6.83	
7.47		6.81	
7.42		6.73	
7.37		6.69	
7.36		6.67	
7.34		6.67	
7.32		6.65	
7.25		6.52	
7.19		6.46	
7.07		6.39	
7.03		6.30	
6.91		6.29	
6.75		5.87	
6.49		5.63	
How would you rate the effectiveness of [INSERT BRAND] to overall power quality and reliability?	Please rate your power quality and reliability experience with [INSERT BRAND]: Overall power quality and reliability.	Taking into consideration all aspects of your utility service experience, please rate [INSERT BRAND] overall.	Please rate your overall experience with [INSERT BRAND].

*Company Comparison of Customer Satisfaction/Reliability Survey Results (GPC and other Southern Company Operating Companies Compared to 44 Peer Utilities (General Business) and 104 Utilities (Residential)) © 2023 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power 2023 Electric Utility Residential Satisfaction StudySM as the source. No media, advertising, or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

Managed Accounts are asked, *"Assuming everyone could choose their utility, how likely is it that you would recommend <Georgia Power> to a friend or colleague?"* The Net Promoter Score is calculated as Promoters (% who rate the question 9 or 10) MINUS Detractors (% who rate the question 0-6). In 2023 Georgia Power's score was 68.3.

Managed Accounts are then asked, *"We would like to know what factors influenced the rating you gave. Please rank each of the following factors in order of influence with 1 being the factor that most influenced your rating and 7 being the factor that leased influenced your rating."* The results for Georgia Power are below. Reliability is considered the most important attribute.

1. Power Reliability
2. Account Manager Responsiveness
3. Problem Resolution
4. Cost
5. Communication timeliness and relevance
6. Company trustworthiness
7. Energy usage review and recommendations

Georgia Power Company Net Promotor Scorecard: 2023

≤25th Percentile		26th-49th				50th Percentile Midpoint		51st-75th						>75th Percentile	
NPS	Payout	NPS	Payout	NPS	Payout	NPS	Payout	NPS	Payout	NPS	Payout	NPS	Payout	NPS	Payout
<100 to 47.3	1%	47.4	1%	51.2	59%	55.0	83%	58.8	108%	58.9	109%	61.3	135%	65.7 to 100	200%
		47.5	2%	51.3	59%	55.1	83%			59.0	109%	61.4	136%	65.8	160%
		47.6	3%	51.4	60%	55.2	84%			59.1	110%	61.5	138%	65.9	171%
		47.7	3%	51.5	61%	55.3	84%			59.2	110%	61.6	139%	66.0	172%
		47.8	4%	51.6	62%	55.4	85%			59.3	110%	61.7	140%	66.1	174%
		47.9	5%	51.7	63%	55.5	86%			59.4	110%	61.8	142%	66.2	175%
		48.0	6%	51.8	64%	55.6	86%			59.5	110%	61.9	143%	66.3	176%
		48.1	7%	51.9	64%	55.7	87%			59.6	111%	62.0	144%	66.4	178%
		48.2	8%	52.0	65%	55.8	88%			59.7	111%	62.1	146%	66.5	179%
		48.3	9%	52.1	65%	55.9	89%			59.8	111%	62.2	147%	66.6	181%
		48.4	10%	52.2	66%	56.0	89%			59.9	112%	62.3	148%	66.7	182%
		48.5	10%	52.3	67%	56.1	90%			60.0	112%	62.4	150%	66.8	183%
		48.6	11%	52.4	67%	56.2	91%			60.1	113%	62.5	151%	66.9	185%
		48.7	12%	52.5	68%	56.3	91%			60.2	113%	62.6	152%	67.0	186%
		48.8	13%	52.6	69%	56.4	92%			60.3	113%	62.7	154%	67.1	188%
		48.9	14%	52.7	69%	56.5	93%			60.4	113%	62.8	155%	67.2	189%
		49.0	15%	52.8	70%	56.6	93%			60.5	114%	62.9	156%	67.3	190%
		49.1	16%	52.9	71%	56.7	94%			60.6	114%	63.0	158%	67.4	192%
		49.2	17%	53.0	72%	56.8	95%			60.7	114%	63.1	159%	67.5	193%
		49.3	17%	53.1	72%	56.9	95%			60.8	115%	63.2	161%	67.6	194%
		49.4	18%	53.2	73%	57.0	96%			60.9	115%	63.3	162%	67.7	196%
		49.5	19%	53.3	74%	57.1	97%			61.0	115%	63.4	164%	67.8	197%
		49.6	20%	53.4	75%	57.2	98%			61.1	116%	63.5	165%	67.9	199%
		49.7	21%	53.5	76%	57.3	98%			61.2	116%	63.6	167%		
		49.8	22%	53.6	76%	57.4	99%								
		49.9	23%	53.7	77%	57.5	100%								
		50.0	23%	53.8	77%	57.6	100%								
		50.1	24%	53.9	77%	57.7	100%								
		50.2	25%	54.0	78%	57.8	101%								
		50.3	26%	54.1	79%	57.9	102%								
		50.4	27%	54.2	80%	58.0	103%								
		50.5	28%	54.3	81%	58.1	104%								
		50.6	29%	54.4	82%	58.2	105%								
		50.7	30%	54.5	83%	58.3	106%								
		50.8	30%	54.6	83%	58.4	107%								
		50.9	31%	54.7	84%	58.5	107%								
		51.0	32%	54.8	85%	58.6	108%								
		51.1	33%	54.9	86%	58.7	109%								

