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U.S. Gas & Electric is recognized for the second year in a row in the J.D. Power Retail Electric Provider Residential Customer Satisfaction Studysm

Miramar, FL – September 23, 2016 – America’s leading consumer research company, J.D. Power, has issued its 2016 Retail Electric Provider Customer Satisfaction Studysm (the “Study”), awarding highest rankings to two companies under the U.S. Gas & Electric, Inc. (“USG&E”) umbrella. New Jersey Gas & Electric (“NJG&E”) and Maryland Gas & Electric (“MDG&E”) were both awarded in their region, “Highest in Residential Customer Satisfaction with Retail Electric Service.” Operating in eleven states and the District of Columbia, the USG&E companies marketing in Illinois, Maryland, Connecticut, Massachusetts, New Jersey, New York and Pennsylvania, were all acknowledged in this year’s Study. The Study, now in its fourth year of measuring retail electric providers in eight competitive markets and its 9th year measuring retail satisfaction in Texas, examined satisfaction among residential customers of 91 ranked retail electric providers across five key factors: price, communications, corporate citizenship, enrollment/renewal and customer service.

New Jersey Gas & Electric (“NJG&E”) was honored for a second year in a row with the Top Award and placed “Among the Best” in overall customer satisfaction. Maryland Gas & Electric (“MDG&E”) was honored for the first time with the Top Award and placed “Among the Best” in overall customer satisfaction. Connecticut Gas & Electric (“CTG&E”), Massachusetts Gas & Electric (“MAG&E”) and New York Gas & Electric (“NYG&E”) each placed 3rd in their respective markets. NYG&E and Pennsylvania Gas and Electric (“PAG&E”) both significantly improved their rankings from last year, with NYG&E moving up four spots and PAG&E moving up five spots. Illinois Gas and Electric (“ILG&E”), placing 4th, was recognized for the first time in the Study.

“We would like to thank our USG&E teammates for their hard work, dedication and commitment to our mission, vision and values,” stated David Weinberg, USG&E’s Chief Financial Officer. “Our focus on the customer experience and making lives better is really paying off.” The Company’s Chief Operating Officer, Kevin McMinn, added, “We are looking forward to completing a great 2016 and continuing to deliver superior service to our customers.”

The full J.D. Power report can be found at <http://www.jdpower.com/press-releases/jd-power-2016-retail-electric-provider-residential-customer-satisfaction-study>

ABOUT U.S. GAS & ELECTRIC

U.S. Gas & Electric, Inc., its subsidiaries and family of brands (“USG&E”), is a leading retail energy supplier to commercial and residential customers in Connecticut, Illinois, Indiana, Kentucky, Maryland, Massachusetts, Michigan, New Jersey, New York, Ohio, Pennsylvania and the District of



Columbia. USG&E provides energy management products and services to more than 250,000 natural gas and electric customers with wide ranges of energy usage patterns and requirements. Over the years, the Company has been acknowledged and featured on the *Inc. 500* magazine list as one of the Nation's Fastest Growing Private Companies in America. USG&E, headquartered in Miramar, FL, maintains offices and personnel around the country. For more information on the Company, visit U.S. Gas & Electric, Inc. (at www.USGandE.com) or contact Anthony Zannini (at 305-947-7880).

Maryland Gas & Electric and New Jersey Gas & Electric received the highest numerical score among 7 providers in their respective regions in the J.D. Power 2016 Retail Electric Provider Residential Customer Satisfaction Study, based on 24,185 total responses, measuring the experiences and perceptions of customers with their retail electric provider, surveyed August 2015-June 2016. Your experiences may vary. Visit jdpower.com

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