

NEWS RELEASE

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FOR IMMEDIATE RELEASE

DPU receives national customer satisfaction award

Los Alamos, New Mexico— On Monday, the Los Alamos Department of Public Utilities (DPU) was presented a Public Power Customer Satisfaction Award for providing excellent service to Los Alamos County. The recognition came from the American Public Power Association (APPA) at its annual conference in Louisville, Kentucky.

There are approximately 2,000 public power providers nationwide. APPA presented the award to 20 utilities who received high marks from customers in the following areas:

- Customer service,
- Field personnel,
- Communication,
- Reliability,
- Value,
- Outage response,
- Innovation, and
- Overall satisfaction.

“We are in the public power business to serve the people of Los Alamos County,” said DPU Utilities Manager Philo Shelton. “To be recognized for our dedication to excellence in this service is incredibly gratifying. We have a great team here at DPU.”

Winners of the Public Power Customer Satisfaction Awards are chosen at gold, silver and bronze levels based on responses to customer surveys. DPU received a bronze-level award for an average rating greater than 80% across the eight categories listed above. The award was accepted in person by DPU Business Operations Manager Joann Gentry.

APPA is the voice of not-for-profit, community-owned power utilities. It represents public power before the federal government to protect the interests of the more than 54 million people that public power utilities serve, and the 96,000 people they employ. APPA advocates and advises on electricity policy, technology, trends, training, and operations.

For more information on public power, visit PublicPower.org. To see DPU’s most recent Voice of the Customer Survey results, go to ladpu.com/VOC2024.

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