Kentucky Utilities Company earns top honors in electric business study

Utility ranked highest among its Midwest/Midsize peers by J.D. Power

(LEXINGTON, Ky.) – Kentucky Utilities Company recently ranked first in electric business customer satisfaction among its peers in the Midwest mid-size region. The honor was awarded by global data and analytics company J.D. Power following the company's recently released 2019 Electric Utility Business Customer Satisfaction Study.

Now in its 21st year, the study measures business customer satisfaction with electric utility companies by examining six factors: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer service. Satisfaction is calculated on a 1,000-point scale.

"We take great pride in this achievement for continuing to go above and beyond for our customers every day," said Beth McFarland, LG&E and KU Energy vice president–Customer Services. "Keeping the customer experience paramount in all that we do reaps many rewards, but to receive awards based on direct customer feedback is an added bonus and true evidence of the hard work being done by our employees."

For detailed information about the study results, visit theJ.D. Power website.

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Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, is a regulated utility that serves 555,000 customers in 77 Kentucky counties and five counties in Virginia that are serviced by Old Dominion Power Company, the name under which KU operates in Virginia. It has consistently ranked among the best companies for customer service in the United States. More information is available at www.lge-ku.com and www.pplweb.com.

For further information: call the LG&E and KU media hotline at 502–627–4999.
