LG&E ranks first among Midwest peers for gas business customer satisfaction

Utility awarded top spot by J.D. Power

(LOUISVILLE, Ky.) – Louisville Gas and Electric Company recently ranked first in gas business customer satisfaction among its peers in the Midwest region. The honor was awarded by global leader in consumer insights, advisory services and data and analytics company J.D. Power following the company's recently released 2019 Gas Business Customer Satisfaction Study.

"It's an honor to once again be recognized by J.D. Power, this time for natural gas business customer satisfaction," said Lonnie Bellar, LG&E and KU chief operating officer. "Our employees focus each day on providing safe, reliable service for our customers, and this award is a testament to their continued hard work."

The study, in its 15th year, includes 60 utility brands across the United States, each serving more than 25,000 gas business customers with average monthly natural gas bills of $150 or more. The 2019 survey was taken over two fielding periods from February through June, and July through October. The survey examined six factors and included 9,606 total responses from business customers.

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

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Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve nearly 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 328,000 natural gas and 414,000 electric customers in Louisville and 16 surrounding counties. KU serves 555,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at www.lge-ku.com and www.pplweb.com.

For further information: LG&E and KU, 502-627-4999 (Toll-free: 888-627-4999)
