Kentucky Utilities Company earns top honors in segment for electric business study

Utility ranked highest among its Midwest/Midsize peers by J.D. Power
(LEXINGTON, Ky.) – For the second year in a row, business customers of Kentucky Utilities Company have rated the utility first in electric business customer satisfaction among its peers in the Midwest mid-size segment. 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 2020 Electric Utility Business Customer Satisfaction Study.

Now in its 22nd 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 contact. Satisfaction is calculated on a 1,000-point scale. In the Midwest mid-size segment, KU scored highest in every factor in this year's study.

"Throughout 2020, our customers and the communities we serve have faced extraordinary challenges that our company and employees have worked each day to help them overcome," said Eileen Saunders, LG&E and KU vice president-Customer Services. "We appreciate our business customers' recognition in a year that has been so difficult, and we're committed to continuing to assist them with flexible options that are tailored to their specific circumstances."

For detailed information about the study results, visit the J.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 more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 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: call the LG&E and KU media hotline at 502–627–4999.
