Kentucky Utilities earns top honors in customer satisfaction

J.D. Power study places utility highest among its Midwest/Midsize peers
(LEXINGTON, Ky.) – For the fifth year in a row, residential customers of KU have ranked the company first in customer satisfaction among its utility peers in the Midwest mid-size region. The honor was awarded by global data and analytics company J.D. Power as part of the company's recently released 2020 Electric Utility Residential Customer Satisfaction Study. The award comes fresh off the heels of last month's announcement that KU also ranked highest in business customer satisfaction among peers in the Midwest mid-size segment.

The residential customer satisfaction study examines 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.

KU's sister company, Louisville Gas & Electric, also ranked fourth overall out of 16 peer utilities in the Midwest mid-size region. This latest recognition marks the 26th J.D. Power Award won by LG&E and KU since 1999.

"2020 has brought incredible challenges to our customers in the communities we serve, and our employees have continued to go above and beyond, both onsite and remotely, flexibly to support and assist those we have the privilege and obligation to serve," said Eileen Saunders, vice president of Customer Services for LG&E and KU. "We thank our customers for this honor. As the calendar year changes, one thing that remains the same is our commitment to giving customers the exceptional service they deserve."

For detailed information about the survey results, visit the J.D. Power website.

###

Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, is a regulated utility that serves 558,000 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.
