

KU earns top honors in customer satisfaction among business customers

KU ties for first, LG&E takes fourth in J.D. Power 2024 Electric Utility Business Customer Satisfaction Study

(LOUISVILLE, Ky.) – Citing satisfaction with price and corporate citizenship, business customers have rated Kentucky Utilities Company as one of the highest performing electric utilities for customer satisfaction among its peers in the Midwest midsize region. Louisville Gas and Electric Company, KU's sister company, followed closely behind and ranked fourth.

The honor was awarded yesterday by J.D. Power, a global leader in consumer insights, advisory services and data and analytics, during the company's recently released 2024 Electric Utility Business Customer Satisfaction Study. KU tied for the top honor with NIPSCO, both scoring 804, well above the segment average of 779. KU has won top honors five of the last six years.

"We've seen significant storms throughout 2024, so for business customers to recognize us in this fashion is a tribute to our hardworking employees," said Shannon Montgomery, LG&E and KU vice president-Customer Services. "Customer satisfaction is core to our company values, and our employees pride themselves on treating customers with professionalism and respect."

The J.D. Power Electric Utility Business Customer Satisfaction Study, now in its 26th year, measures satisfaction among business customers of 88 targeted U.S. electric utilities. Overall satisfaction is examined across six factors (listed in order of importance): power quality and reliability, price, billing and payment, corporate citizenship, communications and customer care. This year, overall satisfaction improved and satisfaction in price and corporate citizenship increased notably.

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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 335,000 natural gas and 436,000 electric customers in Louisville and 16 surrounding counties. KU serves 545,000 customers in 77 Kentucky counties and 28,000 in 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.

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