

LG&E, KU Take Top Two Spots for Highest Customer Satisfaction

J.D. Power electric business customer satisfaction survey ranks both utilities ahead of peers

(LOUISVILLE, Ky.) – Louisville Gas and Electric Company and Kentucky Utilities Company were today named the top two ranking utilities in the Midwest/Midsize segment when it comes to electric business customer satisfaction. The announcement follows the results of global market research company J.D. Power's 2016 Calendar-Year Electric Business Study.

In the newly released study, LG&E ranks highest and KU ranks second among mid-sized utilities in the Midwest Region.

The survey collects responses from interviews conducted in two phases — from February through November 2016 — with business customers of 87 large and mid-size electric utility brands across the United States. The sampling collectively represents 20,512 businesses throughout the nation.

"Following our success in 2016 where the company was honored for residential customer satisfaction, we're off to a solid start in the new year thanks to the work of our employees," said LG&E and KU President and Chief Operating Officer Paul W. Thompson. "This achievement is a testament to the ongoing work of our dedicated team in developing the advanced technology and offerings to help meet customers' needs and continue attracting new and expanding businesses to Kentucky."

For detailed information about the survey results, [view the full text of the J.D. Power press release](#).

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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 322,000 natural gas and 403,000 electric customers in Louisville and 16 surrounding counties. KU serves 546,000 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.

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