

LG&E earns top honors in customer satisfaction

J.D. Power ranks utility highest among its Midwest peers

(LOUISVILLE, Ky.) – Louisville Gas and Electric Company was named the top-ranking utility in the Midwest segment in the newly released J.D. Power and Associates 2016 Calendar-Year Gas Business Customer Satisfaction Study.

“It’s an honor to once again be recognized by J.D. Power, this time for top-ranking customer satisfaction among natural gas business customers,” said Lonnie Bellar, senior vice president-Operations for LG&E and Kentucky Utilities Company. “Our employees take the customer experience seriously each step of the way in providing safe, reliable service, and this is a testament to their continued hard work and focus.”

The study, in its 12th year, includes 61 utility brands across the United States, each serving more than 25,000 natural gas business customers. The survey, taken over two fielding periods from March to December 2016, included 10,127 responses from business customers, weighted to represent 4.3 million business customers throughout the nation.

Between LG&E and KU, the utilities were the top ranked utility in the Midwest in all four J.D. Power studies this past year. These include KU’s top ranking in J.D. Power’s 2016 Electric Utility Residential Customer Satisfaction Survey, and LG&E’s top ranking in J.D. Power’s 2016 Gas Utility Residential Customer Satisfaction Study, 2016 Calendar-Year Electric Business Study and 2016 Calendar-Year Gas Business Customer Satisfaction Study.

For detailed information about the study 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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