

# KU, LG&E rank ahead of peers in customer satisfaction

## **Utilities earn top two spots in J.D. Power survey of residential electric customers in the Midwest Mid-size Segment**

(LOUISVILLE, Ky.) – According to newly released survey results, Kentucky Utilities Company and Louisville Gas and Electric Company have earned the top two rankings for residential customer satisfaction among utilities in the Midwest Mid-size region. The survey was conducted by global market research company J.D. Power.

The research company's *2017 Electric Utility Residential Customer Satisfaction Study* ranks KU first and LG&E second among the utilities' peers.

"We take tremendous pride in this achievement," said LG&E and KU President and Chief Operating Officer Paul W. Thompson. "Combined with our previous top rankings, this national recognition shows our employees' dedication and consistency when it comes to going above and beyond for our customers every day."

The study, now in its 19<sup>th</sup> year, measures customer satisfaction with electric utility companies by examining six factors: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer service. Satisfaction is calculated on a 1,000-point scale.

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 324,000 natural gas and 407,000 electric customers in Louisville and 16 surrounding counties. KU serves 549,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at [www.lge-ku.com](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*

For further information: call the LG&E and KU media hotline at 502-627-4999.

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