

Four in a row; Kentucky Utilities again tops the list in customer satisfaction

Utility ranked highest among its Midwest/Midsize peers by J.D. Power

(LEXINGTON, Ky.) – Kentucky Utilities was recently named the top ranking mid-sized utility in Midwest electric residential customer satisfaction. The honorable distinction was awarded by global market research company J.D. Power following the company’s newly released 2019 Electric Utility Residential Customer Satisfaction Study.

The study, now in its 21st 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.

The results are based on responses from more than 103,000 online interviews conducted from July 2018 through May 2019 among residential customers of the 142 largest electric utility brands across the United States, which represent more than 101 million households.

“This is the fourth year in a row KU has received this honor, which really speaks to the focus our company and employees have placed on our customers’ experience with our company and the services we provide,” said LG&E and KU Energy Chairman, CEO and President Paul W. Thompson. “We strive to do our very best each and every time we interact with our customers, and in every way those interactions take place. So, we are extremely proud of this accomplishment and congratulate our employees on the consistency of their efforts and this latest award.”

For detailed information about the survey results, [visit the J.D. Power website](#).

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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 328,000 natural gas and 414,000 electric customers in Louisville and 16 surrounding counties. KU serves 555,000 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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