

Kentucky Utilities Company ranked best in segment for electric business study

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

(LEXINGTON, Ky.) — Business customers have once again ranked Kentucky Utilities first in electric business customer satisfaction among the utility's peers in the Midwest mid-size region.

The honor was awarded by J.D. Power, a global leader in consumer insights, advisory services and data analytics, following the company's recently released J.D. Power 2021 Electric Utility Business Customer Satisfaction Study. This is the third consecutive year KU has ranked highest in its region. KU's sister utility, Louisville Gas and Electric Company ranked third in this year's study. KU has earned nine J.D. Power awards since 2010.

"While this type of recognition is exciting, what's most important to our team is helping our customers continue to recover from the pandemic, all while offering tailored programs and incentives that help existing businesses expand and attract new businesses to Kentucky," said Eileen Saunders, LG&E and KU vice president-Customer Services. "We appreciate our customers once again recognizing our employees for their exceptional service and commitment to the communities we serve."

The J.D. Power 2021 Electric Utility Business Customer Satisfaction Study, now in its 23rd year, measures satisfaction among business customers of 87 targeted U.S. electric utilities, each of which serves more than 40,000 business customers. In aggregate, these utilities provide electricity to more than 12 million customers. Overall satisfaction is examined across six factors: power quality and reliability; corporate citizenship; price; billing and payment; communications; and customer contact.

Visit the [J.D. Power website](#) to learn more about the 2021 Electric Utility Business Customer Satisfaction Study.

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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 332,000 natural gas and 425,000 electric customers in Louisville and 16 surrounding counties. KU serves 564,000 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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