

Kentucky Utilities ranks first in Electric Residential Customer Satisfaction

KU ranks highest in Midwest/Midsize segment for seventh year in a row

(LEXINGTON, Ky.) - Residential customers have once again ranked Kentucky Utilities first in electric residential 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 and analytics, following the company's recently released 2022 Electric Utility Residential Customer Satisfaction Study.

LG&E ranked 8th in this year's study. Combined, LG&E and KU have earned 30 J.D. Power awards since 1999*.

"We're proud that this is the seventh year in a row that KU has earned top honors in this study among its peers on our region," said Eileen Saunders, LG&E and KU vice president of Customer Services. "This award is a testament to the continued hard work of our employees who make it their mission to focus on the customer as they strive to deliver safe, reliable, affordable and sustainable energy to the communities we serve."

This is KU's second J.D. Power award this year. The first award, announced last month, gave the utility top honors in electric business customer satisfaction. Overall satisfaction is examined across six factors: power quality and reliability; corporate citizenship; price; billing and payment; communications; and customer care.

[Visit the J.D. Power website to learn more about the 2022 Electric Residential 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 333,000 natural gas and 429,000 electric customers in Louisville and 16 surrounding counties. KU serves 566,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at www.lge-ku.com and www.pplweb.com.

**LG&E and Kentucky Utilities have combined for 30 J.D. Power awards in the Midwest/Midsize Segment of the J.D. Power Electric Utility Residential Customer Satisfaction 2016, 2017, 2018, 2019, 2020, 2021, 2022 studies. Electric Utility Business Customer Satisfaction 2010, 2019, 2020, 2021, 2022 studies. Gas Utility Residential Customer Satisfaction 2016 study and Gas Utility Business Customer Satisfaction 2016 & 2019 studies.*

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

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