

Best-in-Class Utility Operations



PPL Electric Utilities

- J.D. Power study of business customer satisfaction among Eastern U.S. utilities
 - Ranked 1st 8 times in the past 11 years
 - Total of 16 awards, more than any other electric utility in the country
- J.D. Power study of residential customer satisfaction among Eastern U.S. utilities
 - Earned top honor 8 times
- Field sites certified as Star sites under the OSHA Voluntary Protection Program



- UK Customer Excellence Award (18 consecutive years)
- 4 years with no customer complaints to regulator
- Best reliability among 14 distribution companies
- Maximum performance bonuses for surpassing regulatory targets
- Most capital efficient in sector
- Awarded \$240 mm revenue bonus in most recent five-year rate review period for operational performance



- J.D. Power study of residential customer satisfaction among Midwest U.S. utilities
 - Ranked 1st 7 times in the past 10 years
- KU received highest ranking in J.D. Power's 2010 electric utility business customer satisfaction study
- Winner of prestigious EEI Emergency Recovery Award for outstanding service restoration during January 2009 ice storm

An unparalleled commitment to customer service, reliability and safety