

GRI index

PPL Corporation is committed to reporting on our sustainability performance annually, using the Global Reporting Initiative Sustainability Reporting Framework with the Electric Utilities Sector Supplement. This index details where specific GRI indicators appear in this report or in other publicly available reports. All data reflect information as of Dec. 31, 2018.

GRI Standards	Description	Response
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	PPL Corporation
102-2	Primary brands, products, and/or services	Headquartered in Allentown, Pa., PPL Corporation is one of the largest companies in the U.S. utility sector. PPL's high-performing, award-winning utilities – Western Power Distribution (East Midlands) plc, Western Power Distribution (South Wales) plc, Western Power Distribution (South West) plc and Western Power Distribution (West Midlands) plc (together, WPD), Louisville Gas and Electric Company (LG&E), Kentucky Utilities Company (KU) and PPL Electric Utilities Corporation (PPL Electric) – provide an outstanding service experience for our 10.6 million customers, consistently ranking among the best in the U.S. and U.K.
102-3	Location of organization's headquarters	Allentown, Pa.
102-4	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	PPL operates utilities in the U.S. and the U.K.
102-5	Nature of ownership and legal form	PPL Corporation is an investor-owned utility holding company.
102-6	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	For information on the markets we serve, see page 7.
102-7	Scale of the reporting organization	See At a Glance on page 6. More detailed information can be found in PPL's 2018 Form 10-K.
102-8	Total workforce by employment type, employment contract and region, broken down by gender	PPL has 12,444 employees. For more details on employees, see page 57.
102-41	Percentage of employees covered by collective bargaining agreements	As of the end of 2018, 49% of our employees were covered by collective bargaining agreements.
102-9	Describe the organization's supply chain	See Supply Chain on page 30.
102-10	Significant changes during the reporting period regarding size, structure or ownership	There were no significant changes from the previous reporting period.
102-11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	See Governance on page 20.
102-12	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses	PPL Corporation is not party to externally developed charters.
102-13	Memberships in associations (such as industry associations) and/or national/international/advocacy organizations	PPL's operating utilities are members of various industry associations including the Electricity Producers Research Institute and the Edison Electric Institute.
STRATEGY AND ANALYSIS		
102-14	Statement from the most senior decision-maker of the organization	For a message from our chairman, president and CEO, see page 4.
102-15	Description of key impacts, risks and opportunities	For a message from our chairman, president and CEO, see page 4.

GRI INDEX

GRI Standards	Description	Response
ETHICS AND INTEGRITY		
102-16	Describe the organization's values, principles, standards and norms of behavior, such as codes of conduct and codes of ethics	See Compliance and Ethics on page 22.
102-17	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistle-blowing mechanisms or hotlines	See Compliance and Ethics on page 22.
GOVERNANCE		
102-18	Report the governance structure of the organization, including committees of the highest governance body	PPL Corporation's corporate governance structure is posted online on the corporate website at www.pplweb.com/governance . For more information on corporate governance, see page 20 of this report, and pages 13-17 of PPL's 2019 Proxy Statement.
102-19	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	The Board has designated its Compensation, Governance and Nominating Committee (CGNC) as the body responsible for overseeing PPL's practices and positions to further its corporate citizenship, including sustainability, environmental and corporate social responsibility initiatives.
102-20	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	The Board has designated its CGNC as the body responsible for overseeing PPL's practices and positions to further its corporate citizenship, including sustainability, environmental and corporate social responsibility initiatives. PPL's vice president of public affairs and sustainability is the executive level position responsible for economic, environmental and social topics, reporting to senior leadership and presenting to the CGNC and the full board.
102-21	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body	Anyone wishing to make their concerns known to PPL's Board or independent directors may contact the PPL lead director, currently John W. Conway, or the Board of the independent directors as a group, by writing to such person or persons in care of the Corporate Secretary's Office at: PPL Corporation, 2 N. Ninth St., GENTW4, Allentown, PA 18101. Senior management and certain directors meet regularly with investors to discuss matters of interest with shareowners, such as financial performance, strategic direction, corporate governance, executive compensation, environmental and social topics.
102-22	Composition of highest governing body	Information regarding our Board of Directors is available on pages 4-9 of PPL's 2019 Proxy Statement.
102-23	Is chair of highest body also an executive officer?	Yes. See Board Leadership Structure on pages 10-11 of PPL's 2019 Proxy Statement.
102-24	Report the nomination and selection processes for highest governance body members	See Director Nomination Process on pages 15-16 of PPL's 2019 Proxy Statement.
102-25	Report processes for the highest governance body to ensure conflicts of interest are avoided	The Board of Directors determines the independence of each director before the director joins the Board and on an annual basis thereafter. Disclosure of other Board memberships and PPL's policy on related-person transactions, together with any disclosures, are included each year in the annual proxy statement.
102-26	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social impacts	The Board has designated its CGNC as the body responsible for overseeing PPL's practices and positions to further its corporate citizenship, including sustainability, environmental and corporate social responsibility initiatives.
102-27	Report the measures taken to enhance the board's collective knowledge of economic, environmental and social topics	See Governance on page 20.

GRI Standards	Description	Response
GOVERNANCE (continued)		
102-28	Report the process for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not and its frequency. Report whether such evaluation is a self-assessment. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, at a minimum, changes in membership and organizational practices.	See Board and Committee Evaluations on page 11 of PPL's 2019 Proxy Statement.
102-29	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks and opportunities	See Governance on page 20 and The Board's Role in Risk Oversight on page 18 of PPL's 2019 Proxy Statement.
102-30	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	See Governance on page 20 and The Board's Role in Risk Oversight on page 18 of PPL's 2019 Proxy Statement.
102-31	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities	See Governance on page 20.
102-32	Report the highest committee of position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered	Senior executive leaders review and approve sustainability reports and discuss with the CGNC.
102-33	Process for communicating critical concerns to the highest governance body	See Compliance and Ethics on page 22.
102-34	Remuneration policies for the highest governance body and senior executives	PPL's approach to compensation of its directors and executives can be found in PPL's 2019 Proxy Statement (pages 20-21 for directors and pages 27-54 for executive officers).
102-36	Process for determining remuneration including use of consulting	PPL's process for determining compensation of its directors and executives, including the use of consultants, can be found in PPL's 2019 Proxy Statement (pages 14-15 and 31-49).
102-37	Report how stakeholder views are sought for determining remuneration	See page 31 of PPL's 2019 Proxy Statement.
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups engaged by the organization	PPL engages with a variety of stakeholder groups, including customers, community groups, shareowners, potential investors, employees, retirees, labor unions, contractors and others in our supply chain as well as various professionals in academia, industry and government. For more information on stakeholder engagement, see pages 13-15.
102-42	Basis for identification and selection of stakeholders with whom to engage	For more information on stakeholder engagement, see pages 13-15.
102-43	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	PPL is committed to keeping our stakeholders informed through various formal and informal groups, forums and events. For more information on stakeholder engagement, see pages 13-15.
102-44	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	For more information on stakeholder engagement, see pages 13-15.

GRI INDEX

GRI Standards	Description	Response
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
102-45	List all entities included in the organization's consolidated financial statements or equivalent documents	PPL Corporation's utility subsidiary operating companies are WPD, LG&E, KU and PPL Electric. For a listing of significant subsidiaries, see Exhibit 21 of PPL's 2018 Form 10-K.
102-46	Process for defining report content	For details on our process for defining report content, see page 11.
102-47	List all the material aspects identified in the process for defining report content	For details on our process for defining report content, see page 11.
102-48	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	PPL had no significant restatements to report in 2018.
102-49	Report significant changes from previous reporting periods in scope and aspect boundaries	There were no significant changes from the previous reporting period.
103-1	For each material aspect, report the aspect boundary within the organization	For information about how material aspects were determined, see page 11.
103-2	Describe the management approach to material topics	PPL's approach to material topics are described at length throughout this report in chapters related to compliance (page 22), strategy (page 17), environmental management (page 34), customer relations (page 51), workforce (page 57) and community relations (page 65).
REPORT PROFILE		
102-50	Reporting period (e.g., fiscal/calendar year) for information provided	This report focuses on calendar year 2018.
102-51	Date of most recent previous report (if any)	PPL's last Corporate Sustainability Report was published in 2018. It focused on calendar year 2017.
102-52	Reporting cycle (annual, biennial, etc.)	PPL prepares this report annually.
102-53	Contact point for questions regarding the report or its contents	Questions and comments about this report can be directed to community@pplweb.com .
102-54	Claims of reporting in accordance with GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	Table identifying the location of the standard disclosures in the report	Disclosures are included in the GRI Index of this report, beginning on page 70.
102-56	Policy and current practice with regard to seeking external assurance for this report	External assurances for this report have not been conducted.
ECONOMIC		
PERFORMANCE		
201-1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	For 2018 Financial Highlights, see page 18. Additional financial information can be found in PPL's 2018 Form 10-K.
201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Refer to PPL's 2018 Form 10-K.
201-3	Coverage of the organization's defined benefit plan obligations	Refer to PPL's 2018 Form 10-K.
201-4	Significant financial assistance received from government	None.

GRI Standards	Description	Response
MARKET PRESENCE		
202-1	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation	PPL Corporation hires all employees, including interns, at a rate significantly above minimum wage.
202-2	Proportion of senior management hired from the local community at significant locations of operations	Hiring and promotion is based on merit, not whether a candidate is from a particular locality.
INDIRECT ECONOMIC IMPACTS		
203-1	Development and impact of infrastructure investments and services supported	See more about infrastructure investments on page 44.
203-2	Significant indirect economic impacts, including the extent of impacts	See Strengthening Communities on page 65.
204-1	Proportion of spending on local suppliers at significant locations of operations	See Supply Chain on page 30.
ANTI-CORRUPTION		
205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	All business units are subject to corruption risks analysis.
205-2	Communication and training on anti-corruption policies and procedures	All employees receive regular anti-corruption training as well as training on a variety of important policies and procedures. PPL's <i>Standards of Integrity</i> , which highlights certain key policies and procedures, can be accessed online at any time.
205-3	Confirmed incidents of corruption and actions taken	PPL does not publicly disclose this information.
ANTI-COMPETITIVE BEHAVIOR		
206-1	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes	PPL does not publicly disclose this information.
ENVIRONMENTAL		
MATERIALS		
301-1	Materials used by weight or volume	For information on material handling, see page 40.
301-2	Report the percentage of recycled input materials used to manufacture the organization's primary products and services	We continue to investigate opportunities to incorporate recycled fuels in our operations.
ENERGY		
302-1	Energy consumption within the organization	For information on energy consumption, see page 82.
302-2	Energy consumption outside the organization	For information on energy consumption, see page 82.
302-3	Energy intensity	For information on energy intensity, see page 83.
302-4	Reduction of energy consumption	For information on PPL's efforts to reduce energy consumption within our operations, see page 82.
302-5	Reductions in energy requirements of products and services	For information on programs that help customers save energy, see page 42.

GRI INDEX

GRI Standards	Description	Response
WATER		
303-1	Total water withdrawal by source	For information on water consumption, see page 84.
303-2	Water sources significantly affected by withdrawal of water	For information on PPL's approach to water management, see page 39.
303-3	Percentage and total volume of water recycled and reused	For information on PPL's approach to water management, see page 39.
BIODIVERSITY		
304-1	Operational sites owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas	For information on PPL's approach to biodiversity, see page 41.
304-2	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	For information on PPL's approach to biodiversity, see page 41.
304-3	Habitats protected or restored	For information on PPL's approach to biodiversity, see page 41.
304-4	Total number of IUCN Red List species and national conservation lists species with habitats in areas affected by operations, by level and extinction risk	For information on PPL's approach to biodiversity, see page 41.
EMISSIONS		
305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	For information on PPL's approach to emissions, see page 40.
305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	For information on PPL's approach to emissions, see page 40.
305-3	Indirect greenhouse gas (GHG) emissions (Scope 3)	For information on PPL's approach to emissions, see page 40.
305-4	Greenhouse gas (GHG) emissions intensity	For information on PPL's approach to emissions, see page 40.
305-5	Reduction of greenhouse (GHG) emissions	For information on PPL's approach to emissions, see page 40.
305-6	Emissions of ozone-depleting substances (ODS)	This is not material to PPL.
305-7	NOx, SOx, and other significant air emissions	For information on PPL's approach to emissions, see page 40.
EFFLUENTS AND WASTE		
306-1	Total water discharge by quality and destination	For information on PPL's approach to water management, see page 40.
306-2	Total weight of waste by type and disposal method	For information on PPL's approach to waste management, see page 41.
306-3	Total number and volume of significant spills	PPL had 11 reportable spills with a total volume of 51,601 liters (non-PCB transformer oil). All spills were cleaned in full compliance with established spill policies.
306-4	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally	This is not material to PPL, as the company's operations do not transport any hazardous waste across international borders.
306-5	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Discharges to lakes and rivers are by regulatory permits. With our operating practices, discharges are designed to protect aquatic species and the environment.

GRI Standards	Description	Response
COMPLIANCE		
307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No significant fines (defined as more than \$100,000).
SUPPLIER ENVIRONMENTAL ASSESSMENT		
308-1	Percentage of new suppliers that were screened using environmental criteria	PPL contractually requires supplier adherence to environmental terms and conditions.
308-2	Significant actual and potential negative environmental impacts in the supply chain and actions taken	PPL contractually requires supplier adherence to environmental terms and conditions.
SOCIAL - LABOR PRACTICES AND DECENT WORK		
EMPLOYMENT		
401-1	Total number and rates of new employee hires and employee turnover by age group, gender and region. See G4-10 for data on this indicator.	For information on PPL's workforce, see pages 57-64.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	For information on benefits provided to employees, see page 62.
401-3	Return to work and retention rates after parental leave, by gender	A total of 63 women and 254 men used parental leave. A total of 317 employees returned to work, resulting in a 100% retention rate.
LABOR/MANAGEMENT RELATIONS		
402-1	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Notice periods vary by collective bargaining agreement. We comply with applicable laws, regulations and collective bargaining agreements.
OCCUPATIONAL HEALTH AND SAFETY		
403-1	Percentage of total workforce represented in informal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	PPL has voluntary employee safety committees across the company in virtually every business unit that plan and execute safety improvement activities. These committees, with representatives from first line and management, communicate safety messages to employees and hold regular safety meetings.
403-2	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and gender	For information on PPL's safety program, see pages 27-29.
403-3	Workers with high incidence or high risk of diseases related to their occupation	No high risks or incidents identified.
403-4	Health and safety topics covered in formal agreements with trade unions	All collective bargaining agreements contain language that references the need for a strong health and safety program and a joint health and safety advisory committee.
TRAINING AND EDUCATION		
404-1	Average hours of training per year per employee by gender and by employee category	For information on professional development, see page 63.
404-2	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	For information on professional development, see page 63.
404-3	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	PPL's expectations are that all eligible employees receive an evaluation of their skills and performance on an annual basis. The company's business units have formal performance appraisal processes that cover 100% of eligible active, full-time and part-time employees.

GRI INDEX

GRI Standards	Description	Response
DIVERSITY AND EQUAL OPPORTUNITY		
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	For information on diversity at PPL, see page 60.
405-2	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operations	PPL complies with all state, federal and local laws and regulations prohibiting discrimination.
SOCIAL - HUMAN RIGHTS		
NONDISCRIMINATION		
406-1	Total number of incidents of discrimination and corrective actions taken	This is not publicly disclosed information. Company policies prohibit discrimination and set forth a robust procedure for reporting, investigating and responding to allegations of discrimination.
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
407-1	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	No risks to, or violations of, the right to freedom of association or the right to form or join a union, bargain collectively, or engage in union activities were identified. Nearly half of PPL's workforce is represented by a labor union and the company's operating utilities collaborate with union leadership to enhance workplace safety, meet the growing expectations of our customers, and adapt to the challenges of rapidly changing technologies.
CHILD LABOR		
408-1	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	None. We comply with applicable laws, rules and regulations wherever we operate.
FORCED OR COMPULSORY LABOR		
409-1	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures that contributed to the elimination of all forms of forced or compulsory labor	None. We comply with applicable laws, rules and regulations wherever we operate.
SECURITY PRACTICES		
410-1	Percentage of security personnel trained in organization's human-rights policies or procedures that are relevant to operations	All domestic Corporate Security personnel complete corporate standards of integrity training on an annual basis. Additionally, all domestic Corporate Security personnel complete a training program on indicators and response to workplace violence events at least bi-annually. All contract security personnel working domestically complete training programs on ethics and conduct and cultural diversity administered by their employer.
INVESTMENT		
412-2	Total hours of employee training on human-rights policies or procedures, concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	All employees are trained on PPL's <i>Standards of Integrity</i> , which includes topics on respect in the workplace, nondiscrimination and compliance with laws.
412-3	Total number and percentage of significant investment agreements and contracts that include human-rights clauses or that underwent human-rights screening	PPL has incorporated human rights into our <i>Supplier Code of Conduct</i> and it is implicitly incorporated into our <i>Standards of Integrity</i> . As a result, each of our subsidiaries is sensitive to human rights. In the U.K. WPD has more explicit human rights provisions driven by regulatory requirements in the U.K. and consistent with PPL's policies.

GRI Standards	Description	Response
SOCIAL SOCIETY		
LOCAL COMMUNITIES		
413-1	Percentage of operations with implemented local community engagement, impact assessments and development programs	100% of PPL's operations have programs for local community engagement. For more information on community engagement, see pages 65-69.
SUPPLIER HUMAN-RIGHTS ASSESSMENT		
414-1	Percentage of new suppliers that were screened using human-rights criteria	PPL's <i>Standards of Conduct and Integrity for Suppliers</i> requires that all suppliers adhere to all applicable labor and human rights laws.
414-2	Significant actual and potential negative human rights impacts in the supply chain and actions taken	PPL's <i>Standards of Conduct and Integrity for Suppliers</i> requires that all suppliers adhere to all applicable labor and human rights laws.
PUBLIC POLICY		
415-1	Total value of political contributions by country and recipient/beneficiary	For information on PPL's public policy approach, see page 23.
SOCIAL PRODUCT RESPONSIBILITY		
CUSTOMER HEALTH AND SAFETY		
416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Electricity and natural gas can be dangerous if handled incorrectly. Safety programs are part of our ongoing operations. We have extensive training and safety education programs for customers, contractors and employees.
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcome	PPL does not publicly disclose this information.
PRODUCT AND SERVICE LABELING		
417-1	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Electric and natural gas service cannot be labeled. We provide regular and detailed safety information to customers via bill inserts, public service announcements, presentations, social media and the company's websites.
CUSTOMER PRIVACY		
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	PPL does not publicly disclose this information.
COMPLIANCE		
419-1	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	Refer to the PPL's 2018 Form 10-K.

GRI INDEX

Indicator	Description	Response
SECTOR DISCLOSURES - ELECTRIC UTILITIES		
EU1	Installed capacity, broken down by primary energy source and regulatory regime	For details on installed capacity, see page 82.
EU2	Net energy output broken down by primary energy source and regulatory regime	For details on net energy output, see page 82.
EU3	Number of residential, industrial, institutional and commercial accounts	For details on PPL's customers, see page 52.
EU4	Length of above and underground transmission and distribution	See the infrastructure overview on page 44-50.
EU5	Allocation of CO ₂ emissions allowances, or equivalent, broken down by carbon trading framework	None.
G4-DMA Availability & Reliability	Management approach to ensure short- and long-term electricity availability and reliability	PPL addresses availability and reliability in our integrated resource plans that are submitted to regulatory agencies. More information is also available in PPL's 2018 Form 10-K.
EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Forecast demand for LG&E and KU is 6,655 MW, and LG&E and KU generation capacity is currently 8,299 MW, providing an 24.7% reserve margin
G4-DMA Demand Side Management	Demand-side management programs including residential, commercial, institutional and industrial programs	Where applicable, PPL addresses planned capacity and projected demand in integrated resource plans that are submitted to regulatory agencies. For information about demand-side management programs for customers, see page 54.
G4-DMA Research & Development	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Research and development activities addressing short- and long-term electricity availability and reliability include investigations of advanced fossil generation, flexible plant operations, distributed energy resource integration, grid scale energy storage and advanced grid technologies to support the integrated grid. The research spans from paper studies to pilot demonstrations. The information supports the integrated resource-planning and business-planning processes across the organization. For more information on research and development initiatives, see page 49.
EU11	Average generation efficiency of thermal plants by energy source and regulatory regime	In 2018, the average generation efficiency for LG&E and KU was 10.1 (MMBTU/Net MWh).
EU12	Transmission and distribution losses as a percentage of total energy	PPL's operating utilities use standard utility industry practices to review and identify line losses that are outside of industry norms and take the necessary steps to remediate those issues as they occur. In 2018, line loss as a percentage of total energy was 3.46% for LG&E, 5.68% for KU, 6.48% for PPL Electric and 5% for WPD.
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas	For information on habitat-protection efforts, see page 41.
G4-DMA Skilled Workforce	Programs and processes to ensure the availability of a skilled workforce	For information on how PPL is ensuring the availability of a skilled workforce, see pages 60-61.
EU15	Percentage of employees eligible to retire in next 5 and 10 years, broken down by job category and region	PPL has developed strategic workforce plans to identify key functions and proactively implement plans to assure a ready and qualified workforce. For information on generational diversity and turnover rates, see page 60.
EU17	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities	PPL does not publicly disclose this information.

Indicator	Description	Response
EU18	Percentage of contractor and subcontractor employees who have undergone relevant health and safety training	PPL provides required health and safety-related training for 100% of the contractors performing physical work on our electric and natural gas systems.
G4-DMA Water	At the watershed or hydrological basin level, include collaborative approaches to managing watersheds and reservoirs for multiple uses (e.g., irrigation, drinking water, ecosystem conservation, etc.). Also report long-term planning for securing water resources, for meeting the needs of both the utility and other stakeholders (e.g. local communities). This includes describing the criteria for managing maximum/minimum flow of surface water and volume of ground water and how these are determined and maintained.	For information on PPL's approach to water management, see page 39.
G4-DMA Vegetation Management	Report approaches for pest and vegetation management along transmission and distribution corridors (e.g., use of Integrated Pest Management and Integrated Vegetation Management)	For information on PPL's approach to vegetation management, see page 32.
G4-DMA Local Communities	Stakeholder participation in decision-making processes related to energy planning and infrastructure development	For information on stakeholder engagement, see pages 13-15.
EU22	Number of people physically or economically displaced and compensation, broken down by type of product	We avoid displacement of anyone to the extent feasible by careful planning during the siting process of major projects. If displacement is unavoidable, we make fair compensation for any property transactions.
G4-DMA Emergency Planning	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	For information on PPL's disaster and emergency management planning, see page 68.
G4-DMA Customer Support Programs	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	For information on customer programs, see pages 51-56.
EU26	Percentage of population unserved in licensed distribution or service areas	PPL's utilities have an obligation to serve all that want electrical service in their service territory.
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	In 2018, PPL's U.S.-based utilities had 196,886 residential disconnections.
EU28	Power outage frequency	For information on reliability, see page 85.
EU29	Average power outage duration	For information on reliability, see page 85.
EU30	Average plant availability factor by energy source and by regulatory regime	LG&E and KU's plant availability factor is 84.58%. The unplanned outage rate for LG&E and KU plants in 2018 was 6.05%.
G4-DMA Customer Access	Practices to address language, cultural, low literacy and disability related to barriers to accessing and safely using electricity and customer support services	For information on customer programs, see page 51-56.