

Case No. 2025-00114
Attachment to Response to JI-2 Question No. 22(a)

**LG&E and KU Customer Calls Handled
by Live Agents**

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Montgomery

January 2022 through June 2025

Month-Year	Calls Handled
Jan-2022	120,583
Feb-2022	118,945
Mar-2022	129,192
Apr-2022	107,713
May-2022	105,427
Jun-2022	110,863
Jul-2022	103,618
Aug-2022	115,457
Sep-2022	102,985
Oct-2022	94,572
Nov-2022	98,710
Dec-2022	111,142
Jan-2023	118,823
Feb-2023	103,313
Mar-2023	157,617
Apr-2023	98,281
May-2023	103,521
Jun-2023	107,367
Jul-2023	111,092
Aug-2023	115,956
Sep-2023	99,991
Oct-2023	112,446
Nov-2023	101,612
Dec-2023	90,496
Jan-2024	123,036
Feb-2024	116,830
Mar-2024	112,082
Apr-2024	117,182
May-2024	138,280
Jun-2024	111,836
Jul-2024	134,895
Aug-2024	144,218
Sep-2024	139,449
Oct-2024	137,346
Nov-2024	103,355
Dec-2024	108,429
Jan-2025	137,110
Feb-2025	123,688
Mar-2025	133,102
Apr-2025	137,415
May-2025	134,695
Jun-2025	113,847