

JD Power: Customers Rank PPL Electric Utilities Best in Eastern U.S.

Award is the fourth straight first-place finish in residential customer satisfaction among large utilities in region

ALLENTOWN, Pa., July 15, 2015 /PRNewswire/ -- PPL Electric Utilities ranked highest among large electric utilities in the eastern United States for residential customer satisfaction for the fourth year in a row, according to a study by J.D. Power.

The award is the company's 12th from J.D. Power for residential customer satisfaction. It also has won 11 J.D. Power awards for business customer satisfaction, the latest coming in February 2014.

The utility remains ranked in the top quarter in residential customer satisfaction among all large electric utilities nationwide.

"Every day brings a new opportunity to continue to work hard on behalf of our customers, to improve and deliver the best experience for customers in whatever interaction they have with us," said Chris Cardenas, vice president, Customer Services. "We still have more work to do, and we will continue to improve, because people depend on us to power their lives, and we deliver."

The utility continues to invest in its system to improve reliability. Nearly \$1 billion will be invested this year to replace equipment, build new lines and substations, install smart grid devices, and more.

Expanded tree trimming and clearing along power line rights of way, along with other reliability improvements to make the system more storm resistant, continues to reduce the number and duration of power outages.

On the outage communications front, all residential customers now receive PPL Alerts, a customizable system that provides outage and restoration information by phone, text or email.

Ongoing communication efforts and increased price satisfaction are key drivers behind the third consecutive year of improved overall customer satisfaction with residential electric utility companies, according to J.D. Power.

The east large utility group is comprised of 17 utilities. PPL Electric Utilities improved on last year's score by 26 points and the average score in the group also increased. Companies are ranked on a 1,000-point scale.

The biggest gains for PPL Electric Utilities over 2014 came in communications, price, corporate citizenship and power quality and reliability.

Cardenas said continued success in overall customer satisfaction rankings is a reflection of the hard work of employees who work each day to improve service to customers. "We also know that continuous improvement will keep us there, so that's what we strive for," he said.

PPL Electric Utilities Corporation, a subsidiary of PPL Corporation that provides electricity delivery services to about 1.4 million customers in Pennsylvania, consistently ranks among the best companies for customer service in the United States. More information is available at www.pplelectric.com.

Note to Editors: Visit our media website at www.pplnewsroom.com for additional news and background about PPL Corporation.

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