

PPL Electric Utilities Expands Online Services for Contractors, Electricians

New features added to self-service website

ALLENTOWN, Pa., Aug. 11, 2015 /PRNewswire/ -- PPL Electric Utilities has added new features to its special website for contractors, electricians and inspectors, so they can spend more time on the job – and less time on the phone.

These customers can now use <http://www.pplelectric.com/contractorservices> to create and track work orders for service upgrades and for Fast Track projects -- service work that non-PPL electricians perform, such as meter base replacements. The upgrade also allows electrical inspectors to submit inspection results online.

Contractors, electricians and builders can already use the site to create new and temporary service work orders, track their progress, and receive email status updates when and how it is convenient for them.

The site, in place since August 2014, also allows these transactions to be completed anytime through computers or mobile devices.

"These types of transactions used to require lengthy phone calls to complete, taking professionals' time and attention away from the job," said Chris Cardenas, Customer Services vice president for the utility. "We've added new online services for these customers as part of our ongoing effort to make it easier and more convenient to do business with PPL Electric Utilities."

Cardenas added that PPL Electric Utilities consulted electricians, electrical inspectors, contact center employees and others before making the latest upgrades to the site.

PPL Electric Utilities provides electric delivery service to more than 1.4 million homes and businesses in Pennsylvania and ranks among the best utility companies in the country for customer service and reliability. With 2,300 employees, PPL Electric Utilities is a major employer in the communities it serves. It is a subsidiary of PPL Corporation (NYSE: PPL). For more information visit www.pplelectric.com.

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