

Businesses rank PPL Electric Utilities best in the East in study conducted by J.D. Power

Pennsylvania utility ranked highest among its East, large-size peers for electric business customer satisfaction

ALLENTOWN, Pa. (Dec. 2, 2021) – Business customers of PPL Electric Utilities have rated the utility first in electric business customer satisfaction among its peers in the East large-size segment, according to a study conducted by consumer insights, data and analytics company J.D. Power. The results were recently released in the J.D. Power 2021 Electric Utility Business Customer Satisfaction Study.

Currently in its 23rd year, the study measures satisfaction among the business customers of 87 U.S. electric utilities, each of which serves more than 40,000 business customers. PPL Electric Utilities serves more than 200,000 business customers across its 29-county service territory in eastern Pennsylvania.

“The satisfaction of our customers, whether business or residential, is one of our top priorities,” said PPL Electric Utilities President Steph Raymond. “I’m proud to see our customer-first mindset and the continued hard work of our team reflected in this ranking. Providing the safe, reliable and affordable electric service that our customers need to power their daily lives is essential to building, and keeping, their trust.”

PPL Electric Utilities scored highest among its peers in five of six study factors: power quality and reliability, billing and payment, price, communications, and customer contact. Additionally, the study showed that PPL Electric Utilities excelled in outage management, scoring highest among large utilities for providing accurate information about outages and promptly restoring customer power after an outage has occurred.

Overall, PPL Electric Utilities now boasts a total of 29 J.D. Power Awards, which includes 17 in the J.D. Power Electric Utility Residential Customer Satisfaction Study.

Additional details from the J.D. Power Electric Utility Business Customer Satisfaction Study can be found [here](#).

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. 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.

Customers can follow PPL Electric Utilities on Facebook (Facebook.com/PPLElectric), Twitter (Twitter.com/PPLElectric) and Instagram (Instagram.com/PPLElectric) to get up-to-the-minute news and information, energy efficiency tips, bill help information, storm updates and more.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit JDPower.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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

Contact: For news media: Russ Hryvnak, 570-807-2229, rhryvnak@pplweb.com
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