

PPL Electric Utilities Warns Again About Payment Scam

Swindle Primarily Targets Hispanic Customers

PPL Electric Utilities

PPL Electric Utilities said scammers continue to call its customers, threatening to turn off their service unless they receive immediate utility bill payment with a prepaid debit card. The utility company reminds its customers not to be duped. Because Hispanic households have accounted for the majority of those targeted so far, the reminder is especially important for Hispanic customers.

PPL Electric Utilities, as well as other neighboring utilities, have received customer complaints over the past several weeks about the suspicious activity in which callers are falsely representing themselves as utility employees. (To read this release in Spanish, [click here](#).)

The company said the attempted ploy has happened with dozens of customers from all across its 29-county service territory in eastern and central Pennsylvania. In many cases, those targeted are advised to pay using a prepaid debit card.

Telephone scam artists have tried to persuade area consumers that their power may be disconnected unless they give the scam artists personal information – and even money. PPL Electric Utilities advises customers to be guarded with anyone who asks for a payment by telephone. In most reported cases, the customers' accounts have not been in arrears.

If you have any doubts about a caller claiming to represent PPL, or about information given to you, hang up and call 1-800-DIAL-PPL (1-800-342-5775) for verification. Call your local police department if things don't check out.

"These scam attempts continue, and we want to make sure our customers remain vigilant," said Robert Geneczko, vice president of Customer Services for the utility.

PPL Electric Utilities accepts payments online, by traditional mail and through the use of a credit card or debit card.

Most visits to customer homes by PPL Electric Utilities or its contractors are prearranged by the customer or through a call to the customer. If someone claiming to be from PPL Electric Utilities comes to your door, ask for proper identification that all of our employees and contractors must carry. Most service employees also wear company uniforms and drive company vehicles.

PPL Electric Utilities, a subsidiary of PPL Corporation (NYSE: PPL), provides electric delivery services to about 1.4 million customers in Pennsylvania and has consistently ranked among the best companies for customer service in the United States. More information is available at www.pplelectric.com.

For further information: Joe Nixon, 610-774-5997

<https://news.pplweb.com/news-releases?item=122370>