

PPL Electric Utilities Receives J.D. Power and Associates Award for Highest Residential Customer Satisfaction

ALLENTOWN, Pa., July 12, 2012 /PRNewswire/ -- PPL Electric Utilities has ranked highest among large electric utilities in the eastern United States for residential customer satisfaction in a study by J.D. Power and Associates.

The award is the company's 18th overall since J.D. Power and Associates began studying customer satisfaction among electric utilities. The company now has received nine top awards for residential customer satisfaction and nine for business customer satisfaction.

PPL Electric Utilities last held the highest ranking for residential customer satisfaction among large electric utilities in the eastern U.S. in 2007, when it achieved its seventh straight honor.

"The electric utility landscape in Pennsylvania has changed a lot in the past several years, but our focus, as always, has been squarely on our customers. We work hard to deliver safe, reliable electricity and to provide programs and information that help customers save energy and manage their bill," said Gregory N. Dudkin, president of PPL Electric Utilities. "We're gratified our customers continue to demonstrate their satisfaction with us."

Dudkin said the company's success in the study was due in large part to the hard work, professionalism and dedication of PPL Electric Utilities' employees. "We've been vigilant both in responding to customer issues or concerns and investing in infrastructure to improve service to our customers," he said. "We're part of the fabric of the communities we serve, with a tradition of giving back and supporting economic vitality."

PPL Electric Utilities' E-power® programs have helped many customers better understand how to manage their electricity use and save energy and money. "Savings from these programs now total more than 1 billion kilowatt-hours a year, enough electricity for nearly 87,000 average homes for a year," Dudkin said. "That's a testament to just how energy-savvy our customers have become." Information on all the E-power programs can be found at www.pplelectric.com/e-power.

In its 2012 study of residential customer satisfaction, J.D. Power and Associates conducted over 100,000 online interviews among customers served by the 126 largest electric utilities across the nation. PPL Electric Utilities ranks highest in the East among 17 large utilities. For J.D. Power and Associates study information, visit www.jdpower.com.

Two other PPL companies, Kentucky Utilities and Louisville Gas and Electric, were part of the J.D. Power report on midsize utilities in the Midwest Region. Kentucky Utilities placed second in the segment among 11 utilities and LG&E scored above the segment average.

Another PPL Company, Western Power Distribution, recently had all four of its distribution areas achieve the U.K. government's highest customer service standard. WPD is the only energy company in that nation to consistently hold the standard since its launch in 1992.

PPL Electric Utilities Corporation, a subsidiary of PPL Corporation (NYSE: PPL), provides electricity delivery services to about 1.4 million customers in Pennsylvania and consistently ranks among the best companies for customer service in the United States. For more information, visit www.pplelectric.com.

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