

# PPL Electric Utilities Launches Upgraded Mobile Website

**Customers can now use smartphones to view balances, make payments**

PPL Electric Utilities

An upgraded PPL Electric Utilities mobile website is now available, with features that allow customers to use their smartphones to view their account summaries and make payments.

The utility first rolled out a mobile website in March 2012 that allowed customers to report an outage, check on the status of an outage, or view outage information.

“Customers want the convenience of being able to do business with us anytime, anywhere. These recent mobile website improvements help us meet those expectations with services they want,” said Constance Walker, manager of Customer Communications and Education for PPL Electric Utilities.

Go to [www.pplelectric.com](http://www.pplelectric.com) on your smartphone and you’ll automatically land at the mobile website. If you don’t want to use any of the mobile features, just click on the “Full Site” link to view the website home page and related links.

Customers are reminded that, if they do not already have an online profile, they must set one up to access their account information and make payments. Nearly 470,000 customers have online profiles.

“We’ll continue to look at the mobile website with an eye toward adding even more features, and we encourage customer feedback,” Walker said.

The mobile website enhancements are the latest in a series of improvements designed to better serve customers. An updated and more user-friendly website debuted in October. Last month, the site had nearly 500,000 visits.

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](http://www.pplelectric.com).

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