

# PPL EnergyPlus® Receives J.D. Power Award for Customer Satisfaction

**Company ranks highest among Pennsylvania residential energy providers**

PPL EnergyPlus

ALLENTOWN, Pa., June 27, 2013 [/PRNewswire/](#) -- PPL EnergyPlus ranked highest in the state for residential customer satisfaction in J.D. Power's first study of competitive electricity suppliers in Pennsylvania.

The results, announced by J.D. Power on Wednesday (6/26), follow a survey of more than 10,000 residential customers in eight states where large numbers of customers have switched to competitive suppliers.

"The idea of shopping for electricity supply is still relatively new to many customers in Pennsylvania," said Joel Cook, vice president of Retail Marketing and Western Trading for PPL EnergyPlus. "Customers were long used to being served by regulated monopolies. It's up to new suppliers to earn their business, and that's our goal each and every day."

"We are grateful our customers have demonstrated their satisfaction with us," Cook said. "We are committed to providing them straightforward, honest pricing and to being courteous and responsive when they call."

The J.D. Power study was its first involving residential energy providers in Pennsylvania. Pennsylvania performed the strongest among states included in the study. The study examined customers' satisfaction with their supplier's enrollment process, price, corporate citizenship, communications and customer service.

Cook said customers who haven't shopped may have an opportunity to save by switching to a competitive electricity supplier. He said switching will not affect electric service reliability. When customers switch, their local electric distribution company continues to deliver the electricity, read the meters and respond if the power goes out.

"More than 2 million customers in Pennsylvania have already made the switch to a competitive supplier," Cook said. "We make switching to PPL EnergyPlus quick and easy."

PPL EnergyPlus offers electricity supply to residential customers in areas served by PPL Electric Utilities, PECO, Met-Ed, Duquesne, and most recently, Penelec customers in western Pennsylvania. The company offers new customers a fixed price for a longer term, providing greater peace of mind than electric distribution company prices that adjust more frequently. For more information, visit [www.pplenergyplus.com](http://www.pplenergyplus.com) or call 1-888-BUY-POWER (1-888-289-7693).

PPL EnergyPlus is a subsidiary of PPL Corporation, a Pennsylvania-based FORTUNE 500® corporation with more than 90 years of experience in the energy business. PPL EnergyPlus buys and sells energy commodities and structured products in competitive wholesale markets. Backed by the diverse power generation and natural gas supply portfolio provided by its affiliates, PPL EnergyPlus is well-positioned to provide customers comprehensive energy solutions.

PPL EnergyPlus also offers electricity, natural gas, renewable energy and other products and services to commercial, industrial and institutional customers. PPL EnergyPlus Retail, an affiliate of PPL EnergyPlus, offers petroleum products to large commercial and industrial customers.

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