

PPLSolutions Continues Expansion of Customer Care Services

PPLSolutions

PPLSolutions has opened a new customer care center in Humboldt, Pa., as it continues to grow its client and customer base. PPLSolutions already serves award-winning energy retailers throughout the United States, and now it has a new facility to expand and enhance customer care service.

The PPLSolutions customer base grew more than 30 percent last year and this growth led to opening the new facility at 106 Maplewood Drive in Humboldt.

“PPLSolutions continues to expand and grow to meet your business needs,” said Sue Stevens, director-Customer Care for PPLSolutions. “Our new customer care facility is equipped with the latest technology to help you operate more efficiently.”

Services provided by PPLSolutions include:

- Handling inbound calls
- Save-the-sale calls
- New sales
- Outbound calls that include welcome calls, reminder calls for renewals, collection calls and customer satisfaction calls
- Marketing email support to pull lists on an ad hoc basis to support email campaigns
- Working with clients to develop creative emails
- Automated emails
- Welcome and collection letters

PPLSolutions is a subsidiary of PPL Corporation. PPL Corporation (NYSE: PPL), with 2013 revenues of \$12 billion, is one of the largest companies in the U.S. utility sector. The PPL family of companies delivers electricity and natural gas to about 10 million customers in the United States and the United Kingdom, owns more than 18,000 megawatts of generating capacity in the United States and sells energy in key U.S. markets. More information is available at www.pplweb.com.

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