

PPL Electric Utilities Warns Customers About Payment Scams

Swindlers falsely claiming overdue balances

PPL Electric Utilities

PPL Electric Utilities asks all of its customers to be on guard against scam artists who continue to target electric utility customers by threatening to shut off their service based on false claims of overdue bills.

The utility said it has received several complaints in recent weeks from both business and residential customers about callers claiming to be from the utility. The scammers falsely claim that the customers are behind on their bills. They demand an immediate payment by way of a pre-paid debit card for the customer to avoid having service disconnected.

“Unfortunately, these kinds of scams continue to target our customers and utility customers nationwide,” said Bob Geneczko, vice president of Customer Services for the utility. “Please be informed about your account and guarded about anyone who requests payment by phone. Remain vigilant.”

PPL Electric Utilities accepts payments online, by traditional mail and through the use of credit or debit cards. For information on payment methods, visit www.pplelectric.com and select My Account.

Customers can check their account balances at any time by logging on to www.pplelectric.com by computer or mobile device. They also can call PPL Electric Utilities for their account balance at 1-800-342-5775. Select 2 and then 1 when prompted.

If customers have any doubts about a caller claiming to represent PPL Electric Utilities, or about information given to them, they should hang up and call 1-800-DIAL-PPL (1-800-342-5775) for verification. They should call their local police department if things don't check out.

The utility is working with local police on the current scam cases, and has notified the state attorney general's office about the activity, Geneczko said.

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 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 consistently ranks among the best companies for customer service in the United States. More information is available at www.pplelectric.com.

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