

PPL Electric Utilities Introduces New Self-Service Tool to Help Businesses, Contractors

PPL Electric Utilities

PPL Electric Utilities has made it easier for small businesses, contractors and builders to create and track work requests for new service.

At www.pplelectric.com/contractorservices, a work order for new service can be entered in four easy steps, and businesses can follow its progress from the office or on the go. The new tool can be used with tablets and smart phones.

“Contractors, builders and small businesses have a lot of demands on their time, so we created this site with their needs in mind,” said Dana Ferber, a regional director of operations for PPL Electric Utilities, who led the project.

“These customers now have the flexibility to create work orders, review schedules and receive email status updates when and how it’s convenient for them,” she said. “It will really save these customers time and make information about their work orders readily available to them without a lengthy phone call.”

Step-by-step instructions are on the site to help business customers use the tool. The instructions include a checklist to help identify the information needed to enter a new work order.

Creating a new work order consists of completing four easy steps:

1. **Enter service information:** Location and type of work, desired in-service date, etc.
2. **Add contact information:** Primary contact, customer and additional contacts.
3. **Provide additional details:** Type and size of building, closest pole, preferred meter location, etc.
4. **Review & submit:** This is a summary of the work request to review for accuracy before submission.

With this tool, customers also have the option to allow their colleagues and other associates to access the details of their work orders.

There’s a [short video](#) that provides an overview and features of the new self-service tool.

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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