

PPL Electric Utilities wins sixth straight J.D. Power customer satisfaction award

Top honor among large utilities in eastern U.S. goes to PPL for 14th time in the past 19 years

ALLENTOWN, Pa., July 12, 2017 /PRNewswire/ -- J.D. Power has once again ranked PPL Electric Utilities highest for residential customer satisfaction in its class in the eastern United States, a streak now at six straight years.

The J.D. Power award, announced today, means PPL has landed the top spot among large electric utilities in this part of the country for 14 of the 19 years that J.D. Power has been conducting its residential electric customer survey.

"PPL employees come to work each day with a mindset that puts customers first," said Greg Dudkin, president of PPL Electric Utilities. "I dedicate this award to our people, whose tradition of excellence, innovation and commitment delivers reliable and affordable electric service for homes and businesses in our area."

PPL Electric Utilities' score of 739 improved on last year's score by 34 points. The average score in the large utility group in the East is 704. Companies are ranked on a 1,000-point scale. The East Large Segment is made up of 16 utilities. The national average among all types and sizes of electric utilities, including electric cooperatives, was 719, according to J.D. Power.

"Our business is delivering safe, reliable power, but our employees who help make that happen also live and work in the cities and towns we serve. They're volunteering to make those communities better places," Dudkin said. "They're helping customers save energy and money. They're respecting and protecting the environment."

PPL has also captured 11 J.D. Power awards for business customer satisfaction, the last in 2014.

PPL Electric Utilities provides electric delivery service to more than 1.4 million homes and businesses in Pennsylvania and ranks among the best utility companies in the country for customer service and reliability. PPL Electric Utilities is a major employer in the communities it serves. It is a subsidiary of PPL Corporation (NYSE: PPL). For more information visit www.pplelectric.com.

Visit our media website at www.pplnewsroom.com for additional news and background about PPL Corporation.

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