

PPL Electric Utilities continues to raise awareness of utility scams during National Consumer Protection Week

Make smart choices to guard against fraud

ALLENTOWN, Pa. (March 3, 2020) – PPL Electric Utilities is joining with Utilities United Against Scams (UUAS) to recognize National Consumer Protection Week (March 1-7) and the continuing efforts to educate customers on how they can guard against scams.

As a member of UUAS — a consortium of 146 U.S. and Canadian electric, water, and natural gas utilities and their respective trade associations — PPL helps to work across the industry with regulators, law enforcement, and telecommunications partners to stop scams targeting utility customers.

"Scams and fraud can take a variety of forms, from imposters demanding immediate payment and threatening a service shutoff to an unscrupulous electricity generation supplier marketer making false claims to a customer," said Lori Mueller, vice president of Customer Services for PPL. "We have our customers' backs and want them to be armed with information that can help keep them from suffering financial harm. National Consumer Protection Week is a chance to continue to shine the light on this important issue."

UUAS and its member companies continue to create awareness of common and new scam tactics and, to date, have helped to cease operations of more than 6,000 toll-free numbers used against utility customers by scammers.

"Scammers can rob customers of their hard-earned money and, in a worst-case scenario, leave them struggling to make ends meet for their household or small business," said UUAS Executive Director Monica Martinez. "UUAS helps utility companies educate their customers so they don't fall victim to fraud and scams."

When it comes to potential scam activity, be aware of tactics including threats to immediately disconnect; requests for payment with a prepaid card; spam emails with lookalike logos or trademarks; spoofing the utility's phone number.

In addition, PPL wants you to get the best price for your electricity supply and we support shopping for that supply. If you choose to shop, and about 40 percent of our residential customers do, a good way to compare offers and prices is through the state Public Utility Commission's website, PAPowerSwitch.com. If a marketer calls or knocks at your door, remember:

- PPL does not market or sell supplier services by phone or door to door. If the solicitor claims to represent PPL, call us directly.
- Don't always trust caller ID. Scammers can make it look like PPL is calling. If you suspect the caller might not really be PPL, hang up and call us directly.
- Only return messages and calls to PPL at our official phone number: 1-800-342-5775.
- Update your PPL account with a security PIN or password and never give it to anyone who calls you. We will ask for your PIN and password when you call us to make sure it's really you.

The Federal Trade Commission's website, ftc.gov, also provides additional information about protecting personal information and other information regarding impostor scams. Visit www.utilitiesunited.org for more information and tips on protecting yourself from impostor utility scams.

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.

Note to Editors: Visit our media website at www.pplnewsroom.com.

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