

PPL Affiliate Companies Ranked Highest in Category in Independent Study of Customer Satisfaction

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For the fourth year in a row, the Pennsylvania-based electric and natural gas distribution companies of PPL Corporation (NYSE: PPL) ranked first in their category in the American Customer Satisfaction Index. And among the 76 companies nationwide in various service industries that were included in the study, only three received higher scores than PPL.

"We're honored that our customers consistently rate us among the top- performing service companies in the country in terms of reliability, value and overall satisfaction," said John F. Sipics, president of PPL Electric Utilities and chief executive officer of PPL Gas Utilities.

"Surveys like these do more than just measure our past performance. They provide us with a clear view of what customers expect from the country's best companies," said Sipics. "We are committed to continually improving so that we meet the expectations of our customers. We are never `satisfied,' but always searching for ways to make our service even better."

With a score of 79 out of a possible 100, the PPL affiliates topped 18 other Gas and Electric Service utilities rated in the ACSI. Since PPL was added to the ACSI study in 2001, it has received the highest score among combination electric-gas utilities each year.

Results are based on telephone interviews with customers selected at random. The ACSI includes the nation's 29 largest utilities - 19 in the Gas and Electric Service category, nine in the Electric Service category and one in the Gas Service category. The study also included companies in the communications, telecommunications, parcel delivery, airline and hotel industries.

The three companies that received higher scores than PPL are two international parcel delivery companies and one electric-only utility. PPL takes the results of independent studies such as ACSI and the company's own customer research to learn what customers expect from their utility providers and uses that knowledge to focus on areas where it can improve performance, Sipics noted.

"PPL's consistently good ratings for customer satisfaction are a reflection of our employees' dedication to customers and their commitment to improving service," he said.

The ACSI is a uniform and independent measure of consumer experience produced by the University of Michigan Business School in partnership with the American Society for Quality and the CFI Group, an international consulting group. Complete results are available on the Internet at <http://www.theacsi.org/>.

PPL Electric Utilities serves 1.3 million customers in 29 counties of eastern and central Pennsylvania. PPL Gas Utilities serves 75,000 customers in parts of 34 counties across Pennsylvania and a small portion of Maryland.

PPL Electric Utilities and PPL Gas Utilities are subsidiaries of PPL Corporation. Headquartered in Allentown, Pa., PPL Corporation controls more than 12,000 megawatts of generating capacity in the United States, sells energy in key U.S. markets and delivers electricity to nearly 5 million customers in Pennsylvania, the United Kingdom and Latin America. More information is available at <http://www.pplweb.com/>.

SOURCE: PPL Corporation

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Web site: <http://www.theacsi.org/>

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