

PPL Electric Utilities Earns 11th Award for Customer Satisfaction from J.D. Power and Associates

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For the 11th time in six years, PPL Electric Utilities has ranked highest in the eastern United States for customer satisfaction in a J.D. Power and Associates study.

The well-known consumer research firm just released the results of its 2005 study of customer satisfaction with residential electric service. Demonstrating its consistent leadership in this important indicator of success for service industries, PPL Electric Utilities was number one in the East for the fifth year in a row.

Since J.D. Power and Associates began measuring customer satisfaction with electric service in 1999, PPL Electric Utilities has ranked first in the East in six of the seven residential studies and five of the six business studies.

"The results reflect the voice of customers. We thank our customers for the continued trust they place in us as the provider of an essential service," said John F. Sipics, president of PPL Electric Utilities.

"We're also fortunate to have some of the most skilled and dedicated workers in the utility business," he added. "Customers base their opinions of our service largely on their perceptions of our employees, who take great pride in the work they do."

In its 2005 study, J.D. Power and Associates interviewed more than 26,000 people served by the 78 largest electric utilities in the United States. PPL Electric Utilities, which serves 1.1 million residential customers and 1.3 million customers overall in 29 counties of eastern and central Pennsylvania, was first among 15 companies in the East.

Listening to customers and knowing their expectations are important to PPL Electric Utilities, Sipics explained.

"The greatest value in this type of research is that it provides us insight into the attributes that really matter to customers. To be a successful service company, we must stay close to our customers, be open to change and always search for ways to improve," he said.

PPL Electric Utilities also has had the highest score in its utility category in another independent, nationwide study - the American Customer Satisfaction Index - for the last five years in a row.

J.D. Power and Associates is a global marketing information services firm based in Westlake Village, Calif.

PPL Electric Utilities Corporation is a subsidiary of PPL Corporation. Headquartered in Allentown, Pa., PPL Corporation (NYSE: PPL) controls about 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 Electric Utilities

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