

# Customer Satisfaction Survey: PPL Number 1 in U.S.

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PPL Corporation's (NYSE: PPL) Pennsylvania-based electric and gas distribution companies have earned the highest customer satisfaction rating among utilities in the U.S., according to an independent study.

(Photo: <http://www.newscom.com/cgi-bin/prnh/19981015/PHTH025> )

"We are thrilled with this ranking, which is a tribute to PPL people, who are dedicated to providing our customers with the highest quality service at reasonable prices," said Michael E. Bray, president of PPL Electric Utilities and vice chairman of PPL Gas Utilities. "On behalf of all our employees, I thank our customers for the confidence that they place in us."

The 2001 American Customer Satisfaction Index covers the nation's 30 largest utilities and 28 other industries, as well as more than 70 government agencies. This is the first year the index included PPL Electric Utilities and PPL Gas Utilities (rated as a single entity).

The PPL companies scored an 80 (on a 0 - 100 scale) in the 2001 ACSI study, highest among companies with both electric and gas utilities. The average utility score was 69.

Of the 48 companies in nine industries included in the ACSI first-quarter results, only one company, FedEx Corp., had a higher score than PPL's 80.

Bray said PPL employees continually look for ways to improve efficiency, reliability and service. In addition to the results of independent studies such as ACSI, PPL Electric Utilities and PPL Gas Utilities use several internal measurements of customer satisfaction to guide their improvement programs.

PPL Electric Utilities and PPL Gas Utilities serve 1.4 million customers in Pennsylvania and a small portion of Maryland.

The ACSI is produced by the University of Michigan Business School's National Quality Research Center in partnership with the American Society for Quality and the CFI Group, an international management consulting firm.

"Excellent customer service is a hallmark of PPL companies around the world," noted William F. Hecht, chairman, president and chief executive officer of PPL Corporation. "PPL companies in Latin America and the United Kingdom also have been honored for customer service and satisfaction."

CEMAR, PPL's electric delivery company in northeastern Brazil, had the lowest level of customer complaints among Brazil's largest electric utilities for the first quarter of 2001, as measured by Brazil's electricity regulatory agency.

Del Sur, PPL's El Salvadoran electric delivery company, has the highest customer service rating among public service companies in that country.

Elfec, PPL's electric delivery company in Bolivia, has the highest customer satisfaction and best financial performance of any public service company in that country and has received ISO-9001 certification for meeting international quality standards.

Western Power Distribution, which serves customers in the southwest of England, is the first energy company to earn the United Kingdom's coveted Charter Mark Award -- the government's accolade for customer service -- three times. PPL jointly owns WPD with Mirant Corp., an Atlanta-based energy company.

PPL Corporation, headquartered in Allentown, Pa., generates electricity at power plants in Pennsylvania, Maine and Montana; markets wholesale or retail energy in 42 U.S. states and Canada; and delivers electricity to nearly

6 million customers in Pennsylvania, the United Kingdom and Latin America.

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