

# University of Michigan Study: PPL Utilities are Best in U.S.

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For the fifth year in a row, PPL Corporation's (NYSE: PPL) Pennsylvania-based electric and natural gas utilities ranked highest for customer satisfaction among U.S. utility companies in a University of Michigan Business School study.

The PPL utilities also excelled when compared to companies in a variety of industries, receiving the third highest score among the 76 organizations rated in the study. Only two overnight delivery companies received scores higher than PPL's 80 out of a possible 100 points.

The American Customer Satisfaction Index annually evaluates companies in service industries. The 2005 study included the utility, airline, express delivery, communications, health care, hotel and fast food industries.

"We are honored that our customers have again ranked us as one of the best service companies in the nation," said John F. Sipics, president of PPL Electric Utilities. "On behalf of PPL employees, I thank the residents of central and eastern Pennsylvania for their continued confidence in us and pledge our continuing efforts to earn their trust and satisfaction."

This is the fifth year that PPL has been included in the ACSI, which divides utilities into three categories: electric, natural gas and electric- gas combined. The ACSI is 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/>.

Sipics noted that PPL uses independent studies such as the ACSI, and the results of its own quarterly research to monitor customer perceptions and expectations. The knowledge gained from research gives PPL employees information they can use on the job each day to meet customer expectations.

Sipics said the ACSI is an important external validation of the work PPL employees are doing to satisfy customers and improve service.

Another indicator of the company's consistently strong performance is that PPL Electric Utilities has ranked highest in the East for customer satisfaction 10 times in studies conducted by J.D. Power and Associates since 1999. J.D. Power and Associates of Westlake Village, Calif., is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction.

PPL Electric Utilities serves 1.3 million customers in 29 counties of eastern and central Pennsylvania. PPL Gas Utilities serves 77,000 customers in parts of 34 counties across Pennsylvania and a small portion of Maryland. Both are subsidiaries of PPL Corporation (NYSE: PPL), headquartered in Allentown, Pa., which controls about 12,000 megawatts of generating capacity in the United States, sells electricity in key U.S. markets and delivers electricity to nearly 5 million customers on three continents. 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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