

# PPL Affiliates Top Nationwide Study of Customer Satisfaction for Third Year in a Row

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The electric and gas distribution companies of PPL Corporation ranked first again in a nationwide, independent study of customer satisfaction.

It marks the third consecutive year that the PPL affiliates topped the American Customer Satisfaction Index for utilities with both electric and natural gas customers. Since PPL was added to the study in 2001, it has ranked first in its category each time.

Demonstrating consistency, PPL's score of 80 (out of a possible 100) has been the same in each of the last three years. The average utility score in the 2003 study was 73.

"These results -- along with results of other major studies of customer satisfaction -- show the high level of confidence customers have placed in PPL and its 3,500 electric and gas delivery employees," said Michael E. Bray, president of PPL Electric Utilities and chief executive officer of PPL Gas Utilities.

"Every day, our people are working to maintain that confidence by focusing on what our customers want from their utility provider: reliability, responsiveness, fair and accurate billing, and exceptional service," he said.

"The results also reflect a commitment to giving our customers good value," he added. "For example, our electric delivery customers have had nearly two decades of stable rates."

A residential customer who receives electricity supply from PPL Electric Utilities and uses 1,000 kilowatt-hours of electricity a month pays \$85.44 today and paid \$84.58 in 1985 -- a difference of only 86 cents, or about 1 percent. In that same period, the cost of living has increased by about 70 percent.

For the first quarter of 2003, ACSI scored the 29 largest U.S. electric and gas utilities -- including 19 in PPL's category that provide both electric and gas service -- based on telephone interviews with customers selected at random.

The first-quarter ACSI results also included airlines, telecommunications, hotels, hospitals, broadcasting, newspapers, motion pictures, parcel delivery, and cable and satellite television providers. ACSI scored about 60 total companies. PPL received higher scores than all but two.

Established in 1994, 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 ACSI Web site at [www.theacsi.org](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 Corporation (NYSE: PPL), based in Allentown, Pa., controls about 11,500 megawatts of generating capacity in the United States, sells energy in key U.S. markets and delivers electricity to customers in Pennsylvania, the United Kingdom and Latin America.

SOURCE: PPL Electric Utilities

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

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