

# PPLSolutions Provides Operations Support to Electricity Supplier in Michigan

PRNewswire-FirstCall  
ALLENTOWN, Pa.

PPLSolutions has reached an agreement with PowerOne Corporation, a Michigan-based alternative electricity supplier, to provide a full range of operations support services.

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

PPLSolutions is an experienced provider of front-, mid- and back-office services to retail energy suppliers in 10 states. PPLSolutions helps these suppliers avoid the large fixed costs associated with building, staffing and training an operations support organization.

"Retail energy suppliers know that to be successful, they must satisfy customer expectations," said Michael R. Toner, head of operations for PPLSolutions. "We help suppliers in the Northeast, Mid-Atlantic and Midwest improve profitability, reduce business costs and decrease operational risk. Our custom-tailored services support every step of the customer service process, from acquisition through billing and payment processing."

Services provided to PowerOne for its Michigan customers include customer enrollment, billing, payment processing, cash management and call center operations.

"The PPLSolutions team allowed us to be operational and billing end-use customers in less than 60 days," said Mazen Fawaz, PowerOne vice president of Operations. "We have complete access to usage and billing data we need to operate our business and make critical decisions."

"PPLSolutions' Web-based Information Access Portal plays a strong role in our daily operations and is supported and maintained by the most helpful and knowledgeable team we could have hoped for," he added.

PPLSolutions is using XML technology to receive customer billing data for PowerOne from an electric distribution company. PPLSolutions conducts efficient electronic data exchanges in a variety of formats, with the ability to send and receive data 24 hours a day.

PPLSolutions is a subsidiary of PPL Corporation (NYSE: PPL), which has a successful track record in utility operations and energy supply. PPLSolutions evolved from an unregulated group within PPL that has provided operations support to competitive retail energy suppliers since 1997.

For additional information, visit PPLSolutions on the Internet at <http://www.ppl-solutions.com/>.

PPL Corporation, headquartered in Allentown, Pa., controls nearly 11,500 megawatts of generating capacity in the United States, sells energy in key U.S. markets, and delivers electricity to nearly 6 million customers in Pennsylvania, the United Kingdom and Latin America.

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SOURCE: PPLSolutions

CONTACT: George Lewis, PPL Corporation, +1-610-774-5997, or fax, +1-610-774-5281

Web site: <http://www.ppl-solutions.com/>  
<http://www.pplweb.com/>

