

# A consumer advisory from PPL Electric Utilities

In recent weeks, [PPL Electric Utilities](#) has learned about customers who have been contacted by persons improperly representing themselves as PPL employees or associated with the company. Customers have reported contacts both by telephone and in person at their homes.

PPL Electric Utilities advises customers to ask for identification if someone comes to their home claiming to be a PPL employee. There is no reason for customers to provide their bill account number, a copy of their bill or their social security number to anyone who contacts them on behalf of PPL. A social security number is requested only when the electric service account is established.

Customers who encounter suspicious activity can contact local authorities or PPL Electric Utilities at 1-800-DIAL-PPL (1-800-342-5775).

“Individuals posing as utility employees are preying on the trust our customers place with us in serving them. We have shared these disturbing reports with the proper authorities, and we want to alert others to be watchful for any deceptive activity,” said Robert M. Geneczko, PPL Electric Utilities vice president of Customer Services.

PPL Electric Utilities employees usually have no need to visit or enter a home except for scheduled appointments. All employees carry PPL photo identification cards. To be safe, customers should ask anyone visiting their home claiming to work on behalf of PPL Electric Utilities to provide his or her PPL employee identification.

PPL Electric Utilities Corporation, a subsidiary of PPL Corporation that provides electricity delivery services to about 1.4 million customers in Pennsylvania, has consistently ranked among the best companies for customer service in the United States. More information is available at [www.pplelectric.com](http://www.pplelectric.com).

For further information: contact Michael Wood, spokesman, 610-774-5997 or [mowood@pplweb.com](mailto:mowood@pplweb.com)

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