

PPL Electric Utilities Debuts Self-Service Payment Assistance

Customers Can Use Safe, Secure Tools at Any Hour to Suit Their Lifestyle

PPL Electric Utilities

For [PPL Electric Utilities](#) customers who need a payment plan, the company now has new Web and phone tools to help them manage their account and maintain uninterrupted electric service.

These safe and secure options let customers go to www.pplelectric.com or call 1-800-342-5775 to complete a variety of tasks regarding their account. Personal information always is protected, and the tools can be used any time of the day or night, weekday or weekend.

“We know customers who need help managing their accounts can’t always conduct their business during regular weekday business hours,” said Robert Geneczko, vice president of customer services for PPL Electric Utilities. “This system lets them do things such as set up a payment plan or restart a previous payment agreement. They also can make a payment, report a payment or learn about other ways we can help.”

Even with the implementation of the new system, approved by the state Public Utility Commission as a 2-year pilot project, customers still can call PPL Electric Utilities at 1-800-342-5775 during regular business hours, 8 a.m. to 5 p.m. Monday through Friday.

“We want customers to know that speaking to someone at our customer care center is always an option during weekday business hours if they need help, want more information, or want to discuss information provided to them through the self-service feature,” Geneczko said.

The company recently distributed fliers in English and Spanish to local community organizations regarding the new program.

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

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