



*Personalized
service for your
commercial,
industrial or
residential
customers*

PPL Solutions
Two North Ninth Street
Allentown, PA 18101
800-718-7775
www.pplsolutions.com

CUSTOMER CARE SERVICES

Prompt, courteous and knowledgeable customer care can differentiate a retail energy supplier from its competitors. Experienced customer care services from PPL Solutions can set you apart from your competitors.

Customer care is more than answering questions. It reinforces the supplier-customer relationship. It builds brand loyalty, which results in sustained revenue through customer retention. Our trained, experienced team focuses on executing your business plan to improve your profitability.

Services we provide include:

Relationship management

- Customer acquisition
- Initial bill customer follow-up
- Responses to customer questions
- Responses to Internet inquiries

Account management

- Account information updates
- Problem resolution

Regulatory management

- Responses to regulatory complaints

PPL Solutions has the expertise and ability to provide cost-effective customer care and back-office solutions for retail energy suppliers. We position you to be profitable.