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Executive Search

Strength Through Diversity and Inclusion

PPL Electric Utilities Vice President, Customer Services

POSITION TITLE: Vice President, Customer Services

LOCATION: Allentown, PA

REPORTS TO: President, PPL Electric Utilities

COMPANY: PPL Corporation is a Fortune 500 energy company headquartered in Allentown, Pennsylvania. PPL controls about 19,000 megawatts of generating capacity in the United States; sells energy in key U.S. markets; and delivers electricity and natural gas to about 10 million customers in the United States and the United Kingdom. PPL is one of the most successful electric companies in the United States due to a focus on excellence in operations, financial discipline and outstanding customer relationships.

PPL Electric Utilities, a subsidiary of PPL Corporation, provides electric delivery services to about 1.4 million customers in 29 counties of central and eastern Pennsylvania. The company consistently ranks among the best companies for customer service in the United States. More information is available at www.pplelectric.com. Following a recently-announced spinoff of generation and energy marketing assets, PPL Corporation (NYSE: PPL) will be focused on growing its regulated utility businesses, which deliver electricity and natural gas to about 10 million customers in the United States and the United Kingdom. More information is available at www.pplweb.com.

SUMMARY: The Vice President, Customer Service will plan and direct the customer relations programs of the organization; including responsibility for all aspects of post-sales service and support, and the contact/call center management. This position establishes customer service policies and procedures; and oversees and directs customer service operations to ensure that customer claims, inquiries and complaints are handled fairly and effectively.

RESPONSIBILITIES:

- Oversee the customer-facing functions and processes including administering an O&M budget of \$100 million, various large information technology projects (and associated project capital investments); lead a staff of approximately 500, including management, bargaining unit and contract personnel
- Develop strategies and tactics to optimize the financial health of PPL Electric Utilities and the Company by ensuring that billing practices result in the proper cash flow and collection efforts minimize bad debt
- Create and execute customer strategies that align with company goals for the future including the continuing evolution of electric choice, the next evolution of smart meter technology, Pennsylvania regulations and a transactional world moving ever faster to non-voice electronic/mobile communications and toward social media
- Work to influence PA and/or Federal legislation and regulation to balance the needs of all customers, especially those who are financially challenged in way that is fair to all and not burdensome to any
- Educate customers about energy efficiency, the reliability of our electric system, our commitment to the community and our customers, and about ongoing changes to our industry using messages PPL delivers via traditional commercials, social media, the web, etc.
- Develop, train and coach the Customer Service personnel to promote a customer-

focused work ethic that enables PPL EU to continue the tradition of superior customer satisfaction in the northeast region and nationally by the JD Power recognition for Customer Satisfaction

- Foster a constructive culture based on teamwork and relationships

QUALIFICATIONS:

- Advanced degree preferred
- 10+ years of management experience in some combination of customer service and/or utility functions
- Demonstrated ability to lead high-performing teams
- Excellent interpersonal and communication skills
- Ability to effectively and persuasively present information to both internal and external stakeholders
- Strong business acumen in finance, operations, technology, and strategy alignment
- Knowledge of information technology applications for the web and mobile platforms, as well as advanced data analytics

CONTACT:

To express interest in the opportunity, submit a chronological resume and cover letter with “VP, Customer Service” in the subject line to: resume@carringtonandcarrington.com. Please indicate in your email how you became aware of the opportunity.

