

PPL Electric Utilities Crews Responding to Winter Storm

Company has additional line and forestry crews working around the clock to restore power

ALLENTOWN, Pa. (Feb. 13, 2024) – A winter storm dropped heavy, wet snow across the PPL Electric Utilities' service territory Monday night into Tuesday morning. As of 12:00 p.m. today, there were about 90,000 customers out of power and the company has restored about 53,600 customers since the start of the storm.

"The expected combination of heavy, wet snow had a significant impact in our service territory, resulting in customer outages," said Christine Martin, president of PPL Electric Utilities. "We have all-hands on deck as we respond to this storm and have brought in additional crews from other regions to assist. In some significantly impacted regions, travel is still difficult. However, PPL Electric will continue to work around the clock until every customer has been restored."

PPL Electric Utilities secured hundreds of additional line and forestry workers to supplement the thousands of personnel responding to the storm, providing both field-based and back-office emergency response operations across the region. This includes line workers, foresters, damage assessors, electricians and call center staff.

We understand that our customers who have lost power are anxious to be restored. We continue to assess the damage and have assigned estimated restoration times for areas in our territory. The estimated times will be updated as we work through the restoration effort. Because of the scope of repairs, full restoration could take through Thursday for some customers, although many customers will get power restored sooner.

PPL Electric offers the following tips and reminders to our customers:

- Sign up for alerts to stay connected and receive outage updates via phone call, email, or text message at ppllectric.com/alerts.
- Report power outages or check the status online at ppllectric.com/outage or text "Outage" or "Status" to TXTPPL (898775).
- For information on storm safety, outage restoration priorities and more, visit ppllectric.com/outage.
- If you encounter a downed wire at any time, assume it is energized and stay away.
- If you lose power and are using a portable generator, never operate the generator in an enclosed area, like a garage, where deadly carbon monoxide fumes could accumulate.
- Remember that candles can start fires. Use flashlights instead.
- For your safety and ours, please keep a safe distance from our crews.

For updates on storm restoration progress, please visit ppllectric.com.

About PPL Electric Utilities

PPL Electric Utilities delivers safe, reliable and affordable electricity to about 1.5 million homes and businesses in eastern and central Pennsylvania. It regularly ranks among the country's best utility companies for reliability and customer satisfaction. PPL Electric Utilities is a major employer and an active supporter of the communities it serves. It is a part of the PPL Corporation (NYSE: PPL) family of companies. Visit ppllectric.com or connect on social media via Facebook, Twitter and Instagram for energy efficiency tips, bill help information, guidance on shopping for an electricity supplier, storm updates and more.

Note to Editors: Visit our media website at <https://news.pplweb.com/> for additional news and background about PPL Corporation.

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