

PPL Electric Utilities' Smart Grid surpasses 3 million outages avoided for customers

ALLENTOWN, Pa. (August 12, 2025) – The best power outage is the one you never experience.

PPL Electric Utilities' industry-leading Smart Grid technology has now prevented more than 3 million power outages for customers on the distribution grid since 2015. That equates to more than 650 million minutes of powering moments that matter for customers.

"This milestone reflects how technology and innovation are transforming the electric grid for the better," said President of PPL Electric Utilities Christine Martin. "Our Smart Grid isn't just wires and switches — it's peace of mind for our customers. With every outage prevented, we're proving the power of innovation to enhance daily life — keeping families connected, businesses productive and communities resilient."

The Smart Grid uses advanced technology to reroute power around trouble spots when they occur. If a tree falls on a wire or a transformer fails, the system intelligently locates the issue and identifies alternate pathways to get electric service restored to as many customers as possible, often in just a few minutes. This automatic response keeps the impact of trouble spots confined, keeping customers' lights on, even when a problem arises.

And while the Smart Grid has been making a difference for PPL Electric customers since 2015, its capabilities have continued to evolve. Over the past several years, PPL Electric has invested in making the system even more intelligent — enhancing its automation capabilities, improving communication between devices and enabling faster, more precise restoration. This work is taking Smart Grid automation to the next level, allowing the network to identify and respond to issues and assist more customers than ever before in real time.

From integrating advanced sensors and high-speed data analytics to deploying more intelligent switching devices across its service territory, PPL Electric is not just maintaining its Smart Grid, it's actively expanding it to meet the challenges of tomorrow's electric grid.

Real Moments, Real Impact

Three million avoided outages is more than just a number — it's millions of real moments saved:

- A local first responder stays connected and ready to assist.
- A grandparent video chats with a grandchild before bedtime.
- A passionate fan gets to watch the big game in their favorite recliner.
- A local baker keeps on making delicious treats.
- A family movie night continues on, popcorn and all.

The Smart Grid is part of the broader, long-term investments PPL Electric is making to strengthen the electric grid across eastern and central Pennsylvania. In addition to automation, PPL Electric is replacing aging infrastructure, installing more storm-resistant poles and wires, trimming trees and using predictive technology to prevent equipment failures. These efforts are part of PPL Electric's commitment to keeping the lights on and service as reliable as possible.

"Innovation and outside-the-box thinking are cornerstones for us at PPL Electric," said Martin. "By evolving the Smart Grid, making it even smarter, and finding new ways to improve the fundamentals of reliability work, we're building an electric grid that our customers can depend on."

Learn more about the PPL Electric Smart Grid and the company's reliability work at ppllectric.com/reliability.

About PPL Electric Utilities

PPL Electric Utilities delivers safe, reliable and affordable electricity to more than 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](#), [X](#) and [Instagram](#) for energy efficiency tips, bill help information, guidance on shopping for an electricity supplier, storm updates and more.

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