

Mobile Power Outage Reporting Now Available for PPL Electric Utilities Customers

Key Outage Center Features Optimized for Smartphones, Other Mobile Devices

PPL Electric Utilities

Electric outage reporting for PPL Electric Utilities customers has gone mobile.

The utility recently rolled out a new mobile website that makes it easier for customers to use their smartphone or other mobile device to access and use key features of the utility's online Outage Center — reporting a power outage, checking the status of that outage or viewing outage information for the entire service area.

When customers access the Outage Center through www.pplelectric.com, a saved bookmark for the Outage Center or a link from a search engine using a mobile device, they will automatically be redirected to the new, mobile-friendly site with no download required. They also can bookmark the mobile site Web address: m.pplelectric.com. The new site supports most current mobile devices.

Customers are still able to view traditional Outage Center Web pages — as well as the full PPL Electric Utilities website — and view functions like the outage map, helpful information and safety tips about outages. However, those pages are not designed for optimum use on mobile devices.

“More and more customers are using smartphones and other mobile devices to access information or conduct business on the go. This new initiative enhances the mobile channel to make it even easier for customers to reach us,” said Connie Walker, manager of Customer Communications and Education for PPL Electric Utilities. “Initiatives like this one, and the various alerts now available through [myPPL Alerts](#), help us meet customer expectations and keep customers informed when they want and where they want.”

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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