

Watching Hurricane Joaquin: PPL Electric Utilities Is Ready

Smart grid equipment, ongoing tree clearing would benefit customers if storm strikes

PPL Electric Utilities

ALLENTOWN, Pa. (September 30, 2015) -- PPL Electric Utilities is closely monitoring the predicted path of Hurricane Joaquin and is prepared to respond if the storm leads to power outages for customers.

“Our new smart grid equipment, our ongoing work to clear trees from power lines and our progress in installing stronger poles and wires have all been designed to reduce the number of power outages caused by severe weather,” said David Bonenberger, vice president-Distribution Operations.

The utility has been verifying supplies of equipment needed for power restoration and is checking on the availability of crews from other utilities – including PPL’s sister utilities in Kentucky - through the company’s mutual assistance agreements.

PPL also has improved communications with customers during power outages:

- Residential customers now receive proactive alerts when they have a power outage. Alerts include information such as the cause, whether a crew is on site, and the estimated restoration time. Outage alerts are available by email, phone or text, and customers can choose their preferred channel and the times of day they may not wish to be alerted at www.pplalerts.com.

- A new outage map is available on the PPL website at www.pplelectric.com/outage. The map shows where outages have been reported, the size of the outage, the area affected and the estimated restoration time. The Web page also has important safety tips for customers, and other information they can use in the event of a power outage.

- Customers can follow PPL Electric Utilities social media channels to stay up-to-date. PPL is on Twitter, Facebook and Google+.

PPL Electric Utilities provides electric delivery service to more than 1.4 million homes and businesses in Pennsylvania and ranks among the best utility companies in the country for customer service and reliability. With 2,300 employees, PPL Electric Utilities is a major employer in the communities it serves. It is a subsidiary of PPL Corporation (NYSE: PPL). For more information, visit www.pplelectric.com.

For further information: Paul Wirth, 610-774-5997, PPL Electric Utilities

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