

If Snow and Wind Hit, PPL Crews Will be Ready

Year-round work to improve reliability helps prevent power outages in storms

PPL Electric Utilities

ALLENTOWN, Pa. (Jan. 21, 2016) – PPL Electric Utilities crews are gearing up for wind and snow that may come our way this weekend – preparing to respond to any outages and restore power for customers.

“We’ve been watching the weather forecast, checking our vehicles and equipment, and fine-tuning our response plan,” said Ray Connolly, the PPL director who will lead the team restoring any power outages. “If we have outages, our people will be ready.”

The company works year-round to make the electric system more reliable for customers, including clearing trees from around power lines, installing stronger poles and wires, and using technology to automatically detect outages and reroute power to turn the lights back on for many customers even before repairs are made.

In advance of any storm that may cause power outages, PPL Electric Utilities wants customers to take necessary precautions to stay safe and offers the following tips:

- If you lose power, report the outage online at www.pplelectric.com or at 1-800-DIAL-PPL.
- Stay away from downed wires, and call us promptly to report them. Also, stay away from damaged poles, as a downed wire could be hidden in the snow.
- Make sure cellphones and other electronic devices are charged.
- Have an emergency kit prepared, with items like a flashlight, batteries, water and canned food. If you already have such a kit, check to be sure the items do not need replacement.
- Follow PPL Electric Utilities on social media and online at www.pplelectric.com for the latest information.

To make it easier for customers to report and track outages, some recent improvements made by PPL include:

- A new mobile-friendly online outage center at www.pplelectric.com/outage.
- A new online outage map where you can see the location and scope of any outages, find out the cause and learn when we expect power to be restored.
- Outage alerts – delivered to customers when outages happen. You can customize your alerts – including how you want to get them and the times you may not want to be disturbed – at www.pplelectric.com/alerts.

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.

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