

# Electric Service Restored to 355,000 PPL Electric Utilities Customers In First Full Day of Recovery from Isabel

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An update on the progress of restoring electricity to customers affected by Isabel.

**Situation:** In the first full day of recovery work from the worst storm in PPL's history, company crews and contractors restored power to 355,000 customers across the 29-county service area of eastern and central Pennsylvania.

Isabel's tropical storm-force winds in Pennsylvania left more than 450,000 customers of PPL Electric Utilities without power. It affected more than a third of the company's 1.3 million customers. In a region from North Carolina to Pennsylvania, 5.8 million customers were without electric service in Isabel's wake.

PPL Electric Utilities storm emergency team, which includes line crews backed by damage assessors and technical, logistical and administrative support personnel, has completed more than 900 repair jobs and restored service to nearly 75 percent of customers who have experienced power outages because of Isabel.

More than 1,400 people are working on the recovery effort around the clock. Today, they will be joined by line crews from New York, several New England states, Canada and the Midwest.

**Customers Restored:** 355,000 as of 4 a.m. EDT Saturday (9/20)

**Customers Without Power:** 125,000 as of 4 a.m. EDT Saturday (9/20)

**Affected Areas:** The entire 29-county service area of PPL Electric Utilities in eastern and central Pennsylvania has been affected.

**Number of Repairs Pending:** About 3,000. Outage calls continued to come in throughout the day Friday.

**Cause of Outages:** Tropical storm-force winds causing trees and tree limbs to fall.

**Est. Restoration Time:** PPL Electric Utilities expects to have the majority of the currently affected customers without service restored by late Sunday, but it could take until early next week to complete all of the service restoration. Restoration efforts now include about 450 line crews -- nearly double the company's normal

complement of about 240 crews.

Additional Information: Outage figures are updated continuously on PPL's news media Web site: [www.pplnewsroom.com](http://www.pplnewsroom.com). The Web site also lists contact information for each part of the company's service area.

Customers should call PPL Electric Utilities' toll free number, 800-342-5775 (800-DIAL PPL) to report outages, fallen wires or special needs. Additional customer service representatives are on duty Saturday (9/20) to help. The company also has assembled people to make calls to customers who are without power for more than a day.

Ice and water will be available again on Saturday for customers without power. PPL Electric Utilities has arranged for about 120 stores across its service area to provide ice and water at no charge to customers. For the locations nearest to their homes, customers can call the toll-free service number shown above.

NOTES TO EDITORS: During storm emergencies, reporters can view updated PPL Electric Utilities storm information by visiting our news Web site at [www.pplnewsroom.com](http://www.pplnewsroom.com). The StormOutage feature provides system-wide and regional information.

SOURCE: PPL Corporation

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