

PPL Electric Utilities Crews to Work Through the Night Restoring Power

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Situation: PPL Electric Utilities line crews have worked throughout the day (9/19) to restore power to more than 320,000 customers after Tropical Storm Isabel ripped through its 29-county service territory Thursday evening. The storm, the most damaging in the company's history, interrupted service to about 450,000 PPL customers. According to newswire reports, the storm left more than 5.8 million people without power throughout the East Coast.

Including contract line crews, approximately 450 two-man teams will be working in shifts around the clock to restore power to PPL customers. Due to the extensive damage caused by the storm, the company had to bring in line crews from as far away as Iowa and Canada to assist in the restoration. The company has about 1,400 employees and contractors working on the recovery effort.

PPL Electric Utilities has arranged for approximately 120 local stores to provide ice and drinking water at no charge for customers who are expected to be without power for longer than 24 hours. The company also has mobilized a large team of customer service representatives to make personal calls to customers who are out of power for extended periods of time. This group expects to make thousands of calls a day until the event is over.

To report power outages or to locate the nearest distribution point for ice and water, customers can call the company's toll-free customer service number, 800-342-5775 (800-DIAL PPL).

Customers Restored: 320,000 as of 9:30 p.m. EDT Friday (9/19).

Customers Without Power: 160,000 as of 9:30 p.m. EDT Friday (9/19).

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

Number of Repairs Pending: About 3,300

Cause of Outages: Fallen trees and tree limbs because of tropical storm-force winds.

Est. Restoration Time: The company expects many more customers to be back in service in the next 24 hours. But it is likely that it will be early next week

before PPL completes the thousands of repairs that are necessary to get all customers back in service.

Additional Information: Customers who wish to report outages should not approach PPL crews in the field. They can call PPL Electric Utilities toll free number at 1-800-342-5775.

SOURCE: PPL Electric Utilities

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