

PPL Electric Utilities Making Progress in Cleanup of Largest Storm in Company History; Customer Outreach Efforts Starting

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(Sept. 19, 2003, 4:30 p.m.) - An update on current power outages from Tropical Storm Isabel.

Situation: Crews, working since Thursday evening (9/18), have restored service to more than 267,000 customers after Tropical Storm Isabel, which is the most damaging storm in the company's history.

The storm interrupted service to a total of about 450,000 customers.

More than 1,000 employees are working on the recovery effort around the clock. They will be supplemented by about 150 line crews from other utilities and contractors -- from as far away as Iowa and New Hampshire -- starting Saturday (9/20).

PPL Electric Utilities has arranged for more than 100 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. Customers can get the location of the distribution point nearest to their home by calling the toll-free customer service number, 800-342-5775 (800-DIAL PPL).

Customers Restored: 267,000 as of 3:30 p.m. EDT Friday (9/19).

Customers Without Power: 188,000 as of 3:30 p.m. EDT Friday (9/19).

Number of Repairs Pending: About 3,200

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

Est. Restoration Time: More than 50 percent of customers have had electric service restored. We are expecting many more to be back in service within 24 hours. But it is likely that it will be early next week before we complete all 3,000 repairs necessary to get all customers back in service.

Additional Information: The phone lines at PPL Electric Utilities' customer service center have been overwhelmed by the large volume of calls and affected by some equipment problems, which contributed to difficulties some customers had getting through to the company. At one point Friday morning, an unprecedented 61,000 customers attempted to call the center in a 30-minute period, a number equal to the calls typically received in a two-

week period.

We understand the frustration of customers who have been unable to reach us. We encourage customers to keep trying - customer outage reports help us pinpoint the location of problems.

PPL Electric Utilities has reassigned employees to call customers in areas where the power is expected to be out more than 24 hours. Those calls will begin this evening.

Customers with special needs should call PPL Electric Utilities' toll free number at 1-800-342-5775.

SOURCE: PPL Electric Utilities

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