

PPL Electric Isabel Update, Sept. 20, 4:30 p.m.: More Than 400,000 Customers Restored in 48 Hours

PRNewswire
ALLENTOWN, Pa.

This news release is an update on the progress of restoring electricity to PPL Electric Utilities customers affected by Isabel.

Situation: One of the largest groups of PPL and contract line crews ever assembled at the company has restored power to more than 80 percent of its customers that were affected by Tropical Storm Isabel. Approximately 450 PPL and contract line crews continue to work shifts around the clock in the effort.

By late afternoon, about 425,000 customers were back in service.

Historically, a storm is considered large if it causes more than 1,000 individual cases of necessary system repairs. Isabel has already caused 4,356 cases of trouble.

Most PPL customers are expected to be back in service by the end of the weekend. However, in some areas, the sheer volume of trouble cases will take longer to resolve. PPL is working to release updated restoration times later this evening.

Customers Restored: 425,000 as of 5:00 p.m. EDT Saturday (9/20)

Customers Without Power: 74,000 as of 5:00 p.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: 2,888

Cause of Outages: Fallen trees and tree limbs.

Est. Restoration Time: With the progress crews are making, PPL Electric Utilities expects to restore the majority of customers currently without service by late Sunday. It will take until early next week to get every customer back in service.

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

In areas with extensive damage to the electric delivery system that will take more than a day to repair or rebuild, PPL Electric Utilities has made thousands of phone calls to customers to keep them informed and assess any special needs they may have.

Customers should call PPL Electric Utilities' toll free number, 800-342-5775 (800-DIAL PPL) to

report outages, fallen wires or special needs.

Because so many of the outages are the result of fallen trees and tree limbs, in some places wires are on the ground. People should stay far away from fallen wires, even if they appear to be "dead." Call PPL Electric Utilities or 911 immediately.

SOURCE: PPL Corporation

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Web site: <http://www.pplweb.com/>

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