

Isabel Update, Sept. 20, 9:00 p.m.: PPL Crews Continue To Make Progress Restoring Power To Customers

PRNewswire
ALLENTOWN, Pa.

This news release is an update of PPL Electric Utilities efforts to restore electricity to customers affected by Tropical Storm Isabel.

Situation: More than 450 PPL and contract line crews have restored power to 438,000 customers throughout the company's 29-county service territory. The crews have worked around the clock for the past 48 hours to turn the lights back on for approximately 90 percent of its customers.

A storm event is considered large if it causes more than 1,000 individual cases of necessary system repairs. Isabel has already caused 4,200 cases of trouble.

Most PPL customers are expected to be back in service by Sunday evening. Some areas will not be restored until early next week because of the sheer volume of trouble cases.

Bob Geneczko, vice president Customer Service said, "It is never acceptable for our customers to be without power. This was an unusually damaging storm and we are doing everything we can to restore power quickly."

The following is a list of estimated restoration times for all customers by region:

Lehigh Region:
(Including Bethlehem, Allentown)
Sunday afternoon

Bucks and Montgomery Region:
Late Sunday evening

Scranton/Wilkes-Barre Region:
Early Sunday afternoon

Pocono Region:
(Including Monroe, Pike, and Wayne counties)
Late Sunday evening

Hazleton/Carbon County/Schuylkill County Region:
Monday evening

Susquehanna Region:
(Including Lycoming, Snyder, Northumberland, Montour, Columbia, and Clinton counties)
Late Tuesday evening

Harrisburg Region:
(Including Dauphin, Cumberland, Juniata and Perry counties)
Late Monday evening

Lancaster Region:
(Including York, Berks, Chester and Lebanon counties)

Tuesday evening

PPL crews will continue to work around the clock to restore power. Geneczko said it is important to remember that these are estimated restoration times. These regions could receive power earlier than this forecast.

Customers Restored: 438,000 as of 9:00 p.m. EDT Saturday (9/20)

Customers Without Power: 55,000 as of 9:00 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: 2,433

Cause of Outages: Fallen trees and tree limbs and down conductors.

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 continues to make 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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