

# PPL Electric Utilities Launches New Outage Center Online

PPL Electric Utilities has launched a new [Outage Center](#) on its Web site to give customers another option for reporting power outages and checking when their power will be restored.

The feature, which includes maps, tips for preparing for storms, advice for what to do in an outage and information about improvements the company is making to its distribution system, is available at [www.pplelectric.com](http://www.pplelectric.com).

"Our customers increasingly rely on the Web to manage their affairs and get information," said David G. DeCampi, president of PPL Electric Utilities. "With the increasing use of laptop computers and wireless communications devices, enabling customers to report power outages using the Web gives our customers greater choices and even more flexibility."

DeCampi said the Outage Center is one of many improvements the company has made to its Web site to help customers manage their accounts; view, receive and pay bills online; and find ways to save energy and money. It's also one of many improvements made to better serve customers during power outages.

Over the past year, the company has installed new software and technology to enhance the company's response to power outages. A new outage management computer system helps pinpoint damaged equipment more quickly during storms. Graphical displays show job planners the location of trouble spots and crews, helping move linemen from job to job more efficiently and saving time.

DeCampi said customers still have the option of calling PPL Electric Utilities at 1-800-342-5775 to report an outage and check the status of restoration efforts. He said the phone number should be used to report all emergencies, like downed wires. Customer outage reports, whether by Web or phone, are important and help the company determine the scope and location of problems.

PPL Electric Utilities Corporation, a subsidiary of PPL Corporation that provides electricity delivery services to about 1.4 million customers in Pennsylvania, has consistently ranked among the best companies for customer service in the United States. More information is available at [www.pplelectric.com](http://www.pplelectric.com).

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