

PPL Electric Utilities Preparing for Ice Storm

Extra Staff on Alert to Respond to Outages

PPL Electric Utilities

PPL Electric Utilities on Monday (1/31) began ramping up staffing levels and getting its trucks and gear ready to make sure it can respond quickly during the ice storm expected to hit Pennsylvania.

“We work hard year-round to deliver reliable service, but when big storms strike and damage equipment, outages can result,” said David Bonenberger, PPL’s general manager of transmission operations. “Our focus right now is on preparing our crews and equipment so that we can be ready to roll out tomorrow morning and restore power to our customers as quickly as possible if outages do occur.”

PPL Electric Utilities has put contract crews and support staff on alert to be ready to respond in case of an emergency. The utility is also working with state emergency management officials in Harrisburg as well as with other utilities in the Mid-Atlantic to make sure it has the appropriate staffing levels to respond to the storm. PPL Electric Utilities participates in an industry mutual-aid sharing arrangement with other mid-Atlantic electric utilities.

According to Bonenberger, PPL Electric Utilities monitors the weather forecasts closely to make sure crews are located where they are most needed. The forecasted ice; heavy, wet snow; and wind would have the greatest impact on power lines and equipment.

“If there are problems, we will work around the clock until every customer is back in service,” Bonenberger said. “But we advise customers to prepare for a storm by stocking up on bottled water, nonperishable food, batteries and other supplies.”

PPL Electric Utilities also advises customers to stay clear of downed power lines.

If the power goes out, customer should report the outage by calling 1-800-DIAL-PPL (1-800-342-5775) or visiting www.pplelectric.com and clicking the Outage Center. In addition, PPL has activated its Twitter account to provide updates in case of a storm emergency. Customers can sign up for updates at [www.twitter.com/PPLStormTeam](https://twitter.com/PPLStormTeam).

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

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