

July 2009

Restoring power when severe weather strikes

We work hard year-round to deliver reliable service, but when big storms strike and damage equipment, outages can result. When they do, our entire focus is on safely and quickly restoring service based on a detailed and well-practiced action plan that includes these elements:

1. Our first priority is supporting firefighters and critical public safety facilities, like hospitals.
2. We then focus on major power lines and substations that serve large numbers of customers. Where possible, we use switches to reroute power to as many customers as possible until repairs can be made.
3. We give higher priority to repairs that will get the largest numbers of customers back in service as quickly as possible.
4. We then restore power to smaller neighborhoods and individual homes and businesses.

During major storms, we bring all of our available resources to bear. That means hundreds of line workers and support staff. As needed, we may also get support from contractor crews and other utilities. We mobilize quickly and we stay at it until the job is done.

We know that being without power is never easy, and we appreciate your patience and understanding as we respond.



e-power tip

Use ceiling fans to create a wind-chill effect in occupied rooms. The breeze can keep you just as comfortable at temperatures 4 to 6 degrees warmer. Raising your thermostat that much can save you about 10 percent on your cooling costs.

If you're buying a ceiling fan, pick an ENERGY STAR® qualified unit. These units are up to 50 percent more efficient than conventional models.

Call us when power's out

Your calls are important to us when the power's out. The more calls we get, the better we're able to determine the scope of the outage and pinpoint its source.

Once we receive your calls, we can send messages to meters in your neighborhood to see if other customers are without service.

Don't take a chance by assuming we know. Report your outage by calling 1-800-DIAL-PPL or visiting our Outage Center at www.pplelectric.com.

how to get in touch

Customer service:

1-800-342-5775
1-800-DIAL PPL

Automated phone lines are open 24 hours a day, seven days a week.

Customer service

representatives are available Monday through Friday, 8 a.m. to 5 p.m.

Telecommunications Device for the Deaf: **1-800-231-7288 TTY**

Write to us at:

Connect
827 Hausman Road
Allentown, PA 18104-9392

Visit us on the Internet at:
www.pplelectric.com

Recognize the signs of heat stress

Heat stress can be dangerous, especially for older adults, children, people with chronic medical conditions and people who take certain medications.

Strenuous activity, exposure to the sun, high temperature and humidity can cause heat stress. Symptoms include dizziness, nausea or vomiting, rapid pulse, muscle cramps and weakness. Heat stress can result in serious injury or death.

To avoid heat stress, drink plenty of fluids, but avoid alcoholic beverages. Wear loose-fitting, light-colored clothing and a hat or cap. And limit strenuous activities to early morning or evening.

If you suspect a person is suffering from heat stress, seek immediate medical help and have the person lie down in a shaded area, drink fluids or take a cool shower or bath.

Energy savings calculators online

Thinking of replacing an appliance? Wondering how much you could save by replacing your old air conditioner?

Find out using our energy calculators online at www.pplelectric.com. Select "Residential Customers," "Learning Center," then "Energy Calculator."

Calculators are available for air conditioners, refrigerators, washers, water heaters and more. Simply answer questions about your existing unit and then click "Calculate" to see how much you could save with a new ENERGY STAR® model.

The calculators will also estimate the replacement cost.

Lights may blink during summer storms

Electric circuits in both your home and in our electric delivery system are designed to carry a specific amount of electricity. Too much electricity can overload and damage the circuits.

In your home, there are fuses or circuit breakers that detect overloads and shut down the circuit before damage occurs. Similarly, we install fuses in our power lines to shut

them down when overloaded.

Sometimes the cause is short-lived, resulting from lightning or an animal or tree contacting a line. Replacing a fuse in these instances may require us to send a

crew out, and this can take time and result in a longer outage.

To avoid these kinds of extended outages and protect equipment, we've invested in automated protective devices that interrupt power briefly, test the line and restore service immediately when the cause is short-lived.

Using these automated devices can result in brief interruptions of a second or two. We understand these can be inconvenient and can require you to reset digital clocks, but without them longer outages would result, causing even greater inconvenience.

Investments we've made in advanced meters in recent years allow us to look for trends in momentary interruptions across our system and identify potential problems before they result in sustained outages.

This information helps us continue to improve our delivery system, striking the best balance between minimizing momentary interruptions and sustained outages, while protecting the electrical equipment that serves you.

Automated devices interrupt power briefly, test power lines and restore service when temporary problems occur.



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PPL Electric Utilities