

Connect

January 2007



PPL Electric Utilities

Improving our response to power outages

At PPL Electric Utilities, we're installing new software and technology to speed the company's response to power outages and better serve you.

The company's new outage management computer system, slated for full-scale operation this spring, will help us pinpoint damaged equipment more quickly during storms.

Graphical displays showing the location of trouble spots and crews will help us move linemen from job to job more efficiently, saving valuable time.

In addition, the new system will enable us to share with you — via our automated phone system and the Internet — more accurate, timely estimates of when power will be restored.

We realize that one of our most important responsibilities is to restore power quickly when storms strike. Our new system will improve our ability to do just that.

Did you know?
On average, PPL Electric Utilities customers have power 99.98 percent of the time.

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



PPL Electric Utilities:
"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S., six years in a row, tied in 2006."

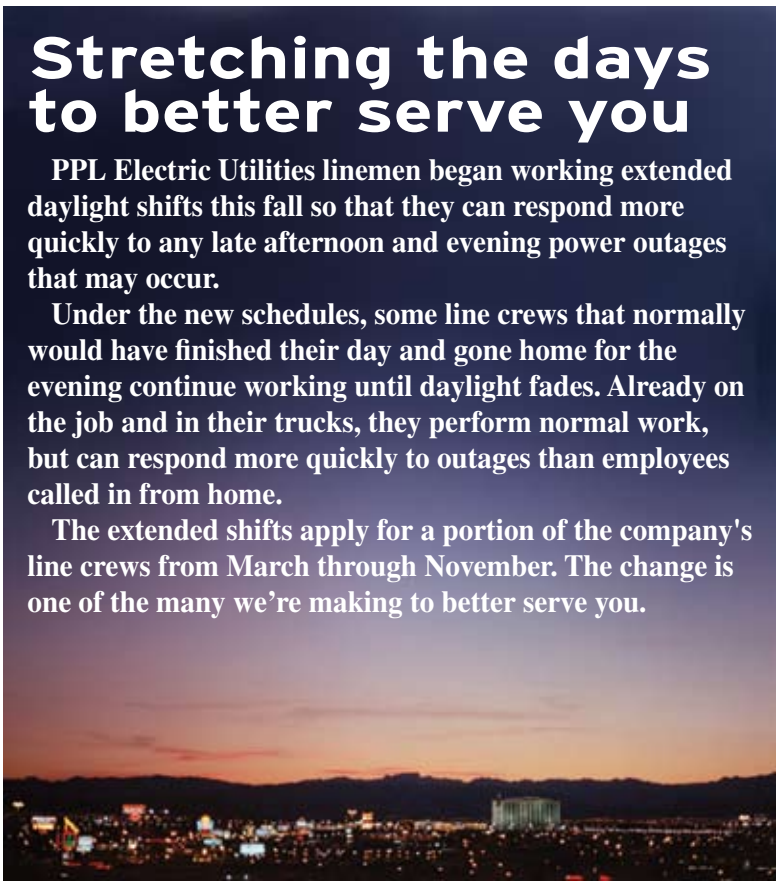
J.D. Power and Associates 2001-2006 Electric Utility Residential Customer Satisfaction Study™. 2006 study based on a total of 26,688 consumer responses. In the East, the 14 largest electric companies were ranked in the study. www.jdpower.com.

Stretching the days to better serve you

PPL Electric Utilities linemen began working extended daylight shifts this fall so that they can respond more quickly to any late afternoon and evening power outages that may occur.

Under the new schedules, some line crews that normally would have finished their day and gone home for the evening continue working until daylight fades. Already on the job and in their trucks, they perform normal work, but can respond more quickly to outages than employees called in from home.

The extended shifts apply for a portion of the company's line crews from March through November. The change is one of the many we're making to better serve you.



Preparing for the future

At PPL Electric Utilities, our linemen represent the front line in our efforts to provide safe, reliable and affordable electricity to you.

They maintain and improve a delivery system that includes more than 940,000 poles and 39,000 miles of power lines — enough to circle the earth more than 1.5 times. In addition, they respond to power outages 24 hours a day, seven days a week, in all kinds of weather.



To maintain and improve our award-winning service, we continue to hire both experienced linemen and people who will prepare for jobs as linemen. We expect to bring on about 120 new people by spring.

These new workers will help keep your service reliable for years to come. They join an experienced team with some of the best people in the business.

Power outage checklist

We work hard to keep your electric service reliable. However, when storms strike and damage equipment, outages can result.



Included below are some dos and don'ts to follow when your power goes out. Also included are some items you can have on hand to be prepared for an outage.

Dos

- Check breakers and fuses.
- Check to see if your neighbors have lights.
- Call 1-800-DIAL-PPL to report your outage.

Don'ts

- Don't open your refrigerator or freezer, if possible.
- Don't run a generator in your home or basement.
- Don't go near downed power lines.
- Don't use a gas stove to heat your home.

Useful items

- Flashlight with fresh batteries.
- Battery operated radio.
- Bottled water and nonperishable food.
- Manufacturer's instructions for power operated garage doors.



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