

YOU DEPEND ON US. **WE DELIVER.**

# CONNECT



MARCH 2018 | Please visit our website [ppllectric.com](http://ppllectric.com)

## Helping restore power in Puerto Rico

Nearly 40 PPL Electric Utilities linemen and support workers traveled to Puerto Rico in late January to help restore power on the hurricane-battered island.

Our crews were part of a larger contingent of help from a total of 18 investor-owned utilities whose assistance was coordinated by an industry trade group, the Edison Electric Institute. For PPL, going to Puerto Rico is as much a humanitarian mission as it is a power restoration mission. Many PPL employees and customers have family or friends in Puerto Rico who are affected by the power problems there.

Hurricane Maria destroyed much of the island's power grid when it hit in late September.

Unlike here on the U.S. mainland, our trucks could not drive to where their help was needed. They had to be loaded on barges and shipped to Puerto Rico.

PPL workers are helping to restore power in the Caguas region of the island – a mountainous area that is among the hardest-hit. We're



seeing tremendous support from the local residents and are grateful to have the chance to help them get their lives back to normal after being without power for so long.

We have enough people and resources to respond to any outages here in our

Pennsylvania service area.

We're proud of our employees who volunteered to help in Puerto Rico. They'll work hard and deliver for the people of Puerto Rico, just like they do for you.

### ? Ask Marilyn

**Q:** How can I stay current on energy efficient upgrades and rebates that are available?

**A:** Last year, we offered an informative webinar series for a variety of industries and specific rebates that go beyond lighting - including compressed air, HVAC, and refrigeration. **Our next webinar will be in April and focus on small businesses.** To view previous webinar presentations or register for upcoming webinars, be sure to visit [ppllectric.com/businessrebates](http://ppllectric.com/businessrebates) and click on *News & Events*. If you have specific questions regarding your energy efficiency project, please contact our Energy Efficiency Program specialists at [PPLEUBusinessSavings@pplweb.com](mailto:PPLEUBusinessSavings@pplweb.com) or call **1-866-432-5501**.



Have a question for our energy expert? Email us at [connect@pplweb.com](mailto:connect@pplweb.com).





## 2017: Our most reliable year ever

We had our most reliable year ever in 2017 and that means you continue to see fewer outages.

Investments in grid equipment and technology meant more than 225,000 power outages were avoided last year, compared to the estimated number of outages that would have occurred without our ongoing grid investments.

We're installing more smart grid technology, using data analytics to improve equipment maintenance and replacement, installing better protection against damage from lightning strikes, and more.

We're always looking to make our grid better. That work never stops. Our business revolves around serving you and your community. It's a responsibility we relish.

PPL customers experience some of the best electric service reliability in the country. PPL is in the top 11 percent among utilities nationwide in terms of the lowest average number of outages per customer.

Settling for the status quo is not in our DNA, so we'll continue to work to improve the grid and make your service even more reliable.

## Get helpful information for your next newsletter

Sharing information about how to use electricity more efficiently and more safely is something we love to do.

If you're involved with a newsletter that serves your community, homeowners' association or other group, contact us at [connect@pplweb.com](mailto:connect@pplweb.com). Let's discuss how PPL Electric Utilities can contribute to your publication on a regular basis.

**Dozens have already signed up. Contact us today.**

**RECYCLING CARING FOR THE ENVIRONMENT**

**WE RECYCLED 9.5 MILLION POUNDS OF WOOD WASTE IN 2017**

THAT WEIGHS AS MUCH AS

**730**

**AFRICAN ELEPHANTS**



## Get instant lighting discounts at distributors

Are you taking advantage of our instant lighting discounts?

We've created a simple point-of-purchase program perfect for business customers looking to do small lighting upgrades or maintenance projects. All PPL business customers are eligible to purchase products from participating distributors and receive their point-of-purchase rebate with no paperwork, and no application needed!

Locate a participating distributor on our website, purchase products at their location, and receive up to \$1,800 in instant business rebates toward energy efficient lighting projects.

Visit [ppllectric.com/businessrebates](http://ppllectric.com/businessrebates) and click on *Find a Contractor*. Under *Contractor Type*, select *Distributor Discount/Midstream* to locate the list of participating distributors.

GET CONNECTED

**SMALL BUSINESSES: 1-800-DIAL-PPL**  
**MID- TO LARGE-BUSINESSES: 1-888-220-9991, OPTION #4**  
**HOURS: 8 a.m. to 5 p.m., Mon. - Fri.**  
**24/7 customer service for emergencies and outages.**

**WRITE TO US AT:**  
**CONNECT**  
**827 Hausman Road**  
**Allentown, PA 18104-9392**  
**EMAIL US AT: [businessaccounts@pplweb.com](mailto:businessaccounts@pplweb.com)**

