

MARCH 2018



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

ppl electric.com



COVER STORY

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.

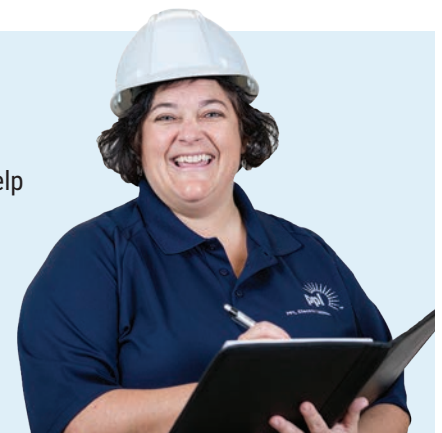
We have enough people and resources to respond to any outages here in our Pennsylvania service area.

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 Meg

Q My grandad was always there for me. Now that I'm a working adult, I'd love to be able to help him out from time to time by putting money toward his electric bill. Is that even possible? If so, how can I do it?

A Such thoughtfulness! The answer is yes. Just call us at **1-800-342-5775 (1-800-DIAL-PPL)** with the recipient's name and address and we'll help you make a one-time payment to their account. We don't retain your banking information. Your grandad will see a credit on his bill, but the bill won't list who that came from. It'll be up to you to break the good news.



Have a question for our energy expert? Email us at 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. Let's discuss how PPL Electric Utilities can contribute to your publication on a regular basis.

Dozens have already signed up. Contact us today.

CARING FOR THE ENVIRONMENT

WE RECYCLED 9.5 MILLION POUNDS OF WOOD WASTE IN 2017

THAT WEIGHS AS MUCH AS 730 AFRICAN ELEPHANTS



See what you're missing – follow us on social media

Follow PPL Electric on channels like Instagram, Facebook or Twitter and get tips to save money on your bill, energy efficient recipes, updates on incoming storms and power outages, and even fun activities to do with your kids.

Or, maybe you want to see a power line being built or learn more about how we're helping to feed a local giraffe.

If so, you're in luck! We share pics and videos showing not only what our employees do daily to keep your electric service dependable, but also what they do within our communities after hours.

We're much more than poles and wires!