

PPL Electric Utilities
Attn: Business Accounts
827 Hausman Road
Allentown, PA 18104-9392



Vital Facility Program

Safe, reliable electrical service is a primary goal for PPL Electric Utilities. When storms and other factors beyond our control result in power outages, the Vital Facility Program helps us develop restoration plans.

The program enables us to better identify those facilities in our service territory that provide essential public health and safety functions for large numbers of people. Examples include hospitals, county 911 centers and certain water treatment plants.

If you believe your facility should be considered for inclusion in the program, please complete the attached questionnaire and return it to PPL Electric Utilities per the instructions below.

Inclusion in the program is at the sole discretion of PPL Electric Utilities. Acceptance does not guarantee uninterrupted service or provide a specific timeline for restoration, but it does give us an up-to-date picture of these types of facilities and their impacts on the communities we serve.

PPL Electric Utilities' power restoration priorities remain unchanged. In the event of a power outage, restoring service to customers — *including those not part of this program* — remains guided by these principles.

Vital facilities should have an established emergency program to meet their needs during power interruptions. We suggest you consider installing a standby generator to handle your critical electric loads. Requirements for installation of standby generators can be found in Rule 26 in our Rules for Electric Meter and Service Installations (REMSI). The REMSI standards can be found on our website at www.pplelectric.com under the Quick Links menu.

If a power failure occurs, and you believe the problem is with PPL Electric Utilities' facilities, please call our Customer Contact Center at 1-800-342-5775. Our repair crews will restore your electrical service as quickly as possible. We recommend enrolling in myPPL Alerts, which provides notifications and updates regarding power outages through email, phone, text messaging. Visit www.pplelectric.com/alerts for more information.

All accounts identified as a Vital Facility will be reviewed annually to verify contact information, as well as any status changes. It is imperative that the contact information provided by the facility is current and any changes be immediately communicated to PPL Electric Utilities.

For more information, contact your Key Account Manager or call 1-888-220-9991 Option 4.

Vital Facility Questionnaire

Complete the form in its entirety (incomplete applications will not be considered):

PPL EU Account Number: _____ - _____

Meter Number: _____

Service Pole No (5 digit # N or S 5 digit #): _____

Facility Name _____

Service Address _____

City and ZIP _____

Facility 24/7 Contact Information (two required)

(Primary)

- Name:
- Title:
- Location:
- Primary Phone:
- Cell Phone:
- EMail Address (Required):

(Secondary)

- Name:
- Title:
- Location:
- Primary Phone:
- Cell Phone:
- EMail Address (Required):

Contacts are required to respond to PPL Electric Utilities' request for information for updates and status changes at the facility. This may occur via periodic email or phone call. This will ensure the facility remains accurately identified in our system and that all information is current.

Describe your facility, including the scope of operations, hours of operation and the number of customers it serves.

Explain why the facility should be identified as a Vital Facility.

Describe backup or emergency provisions in place at the facility and duration (i.e., generators, redundant systems, excess capacity, reservoir capacity, etc.).

If backup or emergency provisions are NOT in place, please describe why.

Has the facility been identified as Critical Infrastructure by any government agency (i.e., PA Dept. of Homeland Security, etc.)?

How did you receive this application? (name of PPL employee if applicable)

I understand that being identified by PPL Electric Utilities as a “Vital Facility” does not guarantee uninterrupted service nor specifies a timeline for restoration at the facility. I also agree to abide by the terms set forth above and maintain current information by advising PPL Electric Utilities of any changes with the account or facility.

Facility Rep. Name: _____

Title: _____

Phone Number: _____

Email: _____

Signature: _____

Date: _____

Email completed form to *vitalfacility@pplweb.com*.

If you are unable to email the form, please mail completed application to:

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Note: Mailing the application may delay processing.

