

***Be Ready. Stay safe.***

# Power outage advice from PPL Electric Utilities

Severe weather, trees and branches, animals, traffic accidents and equipment failure all can lead to power outages.

When outages occur, we work as quickly and as safely as possible to get the lights back on.

As a customer, it's important to know how to prepare for a power outage and what to do during one so you and your family can stay safe.

## Stay informed

In most cases, we have advance notice of severe weather like hurricanes and snowstorms. PPL Electric Utilities uses several ways to communicate with its customers before storms and during restoration efforts.

- News releases to newspapers, radio and TV
- Social Media: Facebook, Twitter, Google+
- [www.pplelectric.com](http://www.pplelectric.com)
- Outage Center
- Outbound calls and emails to customers for severe weather events
- PPL Alerts for restoration updates ([www.pplelectric.com/alerts](http://www.pplelectric.com/alerts))

## Be Prepared.

Most power outages are not lengthy. We plan for emergencies and our employees are ready to respond on a moment's notice. However, in extremely severe storms, damage can be extensive and some outages can last several days. For any extended outage, we recommend having a storm kit that includes items such as:

- Bottled water (one gallon per person per day).
- Nonperishable food and non-electric can opener.
- Blankets, bedding and toiletries.
- First-aid kit and enough prescription medicines.
- Flashlight with fresh batteries.
- Battery-operated radio.
- Paper plates and plastic utensils.
- Extra cash.



## What you can do if the lights go out

Report outages online at [www.pplelectric.com/outage](http://www.pplelectric.com/outage) or call 1-800-DIAL-PPL (1-800-342-5775). Calls from customers help us determine the scope of outages and better direct crews to where the problems exist.

- Never run a generator in your home, basement, or other indoor space where exhaust fumes may accumulate.
- Stay clear of downed power lines.
- Stay clear of electrical equipment where there is standing water, such as a flooded basement.
- Do not use gas ovens or ranges to heat your home.
- Turn off electric ovens, ranges or space heaters that may have been in use when the outage occurred.
- Unplug sensitive home electronics that can suffer damage when power is restored.
- Avoid candles and use flashlights instead. Candles can cause a fire if tipped by animals or people, or if they come in contact with a combustible item.
- Keep warm air in during winter by using doors as infrequently as possible. This includes closing your garage door while you shovel snow.
- Close off unoccupied rooms.
- Keep your refrigerator or freezer closed as much as possible.
- Use surge protectors to help protect your appliances and electronics. Keep in mind that not all power strips are surge suppressors, and different surge suppressors provide different protection.

## How we restore power

When widespread power outages occur, we follow the following restoration priorities based on a detailed and well-practiced action plan that includes these elements.

1. Our first priority is supporting firefighters, police and critical public safety facilities, like hospitals.
2. We then focus on major power lines and substations that serve large numbers of customers. Where we can, 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.

**Helpful links**  
[www.pplelectric.com/outage](http://www.pplelectric.com/outage)  
[www.readypa.org](http://www.readypa.org)  
[www.ready.gov](http://www.ready.gov)

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## Emergency contact information

### Out-of-Town Contact

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email: \_\_\_\_\_

### Neighborhood Meeting Place

Telephone Number: \_\_\_\_\_  
Evacuation Location: \_\_\_\_\_

## Other Important information

### Doctor(s)

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

### Veterinarian

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

### Pharmacy

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

### Medical Insurance

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Policy Number: \_\_\_\_\_

### Homeowners/Rental Insurance

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Policy Number: \_\_\_\_\_

