



PPL Electric Utilities



**PPL Electric Utilities**  
YOU DEPEND ON US. WE DELIVER.



**Headquartered in Allentown, Pa.**

- Serves about 1.4 million customers in 29 Pennsylvania counties, an area with a population of about 3 million.
- Maintains more than 48,000 miles of power lines in central and eastern Pennsylvania

**We've earned high marks for customer satisfaction.**

- Won 24 J.D. Power awards for top-quality service to our residential and business customers.

**We're building reliable systems for today and for the future.**

- Replacing aging facilities and building new ones to meet growth in demand and to make our network even more reliable.
- Reduced the number of outages by 30 percent since 2007, with another 15 percent reduction targeted in the next few years.
- An industry leader in using automated power restoration technology that cuts outages short.

**We're making it easier for customers to work with us.**

- Fully responsive website.
- A variety of alerts for residential customers that can be customized for phone, text or email.
- Improved outage map that provides detailed information on outage locations, causes and restoration status.

**We're a strong corporate citizen in the communities we serve.**

- Employees volunteer thousands of hours each year.
- We also financially support organizations that make our cities and towns better places to live.