

The Power Line

PPL ELECTRIC UTILITIES NEWSLETTER / FALL 2024

Investing in our system to improve reliability

More than 1.5 million homes and businesses rely on PPL Electric Utilities to power their lives and that's a job we take seriously every day. That's why we are investing in necessary infrastructure upgrades to better withstand severe weather, prevent outages and improve reliability.

Across the 29 counties we serve in eastern and central Pennsylvania, we continually inspect, maintain and update our electric system so that we can reduce outage frequency and duration and address changing demands on our system.

Over the next several years, we are making reliability improvements to improve our grid and make it stronger, smarter and more resilient, including:

Trimming trees and limbs: Tree-related outages are the number one cause of outages during storms. So far this year, we have trimmed more than 2.3 million linear feet of trees along our power lines.

Strengthening our system: Replacing aging infrastructure, adding stronger poles and wires and installing additional animal guards throughout our service area.

Upgrading substations: Upgrading and replacing substation equipment and enhancing safety and security with additional enclosures, fencing, overhead conductors, underground cables,



A team of lineworkers in Perry County installs a sensor on a line to optimize the ability to remotely and automatically reroute power, decreasing the number of customers affected by an outage and the length of time.

switching devices, protective devices and transformers.

Expanding grid automation: Installing additional electronic switching devices across the system to optimize the ability to remotely and automatically reroute power, decreasing the number of customers affected by an outage and the outage duration.

At a time when our system is more challenged than ever by more severe storms, these multi-year investments will result in reliability improvements over time and enable us to deliver the power that you and your constituents depend on. We will continue to make upgrades to vulnerable areas of our system, inspect the grid, take corrective maintenance actions and expand system automation.

Emergency planning is put to test during wildfire

Being prepared to respond to emergencies at a moment's notice is a hallmark of the electric utility industry. This is evident in our company's response to severe storms, whether near or far. We have the training procedures and resources to get to work no matter what.

When a brush fire ignited on the afternoon of Saturday, Nov. 2 on Blue Mountain in Lehigh Township, PPL Electric's incident command immediately responded. While there was no imminent danger to PPL Electric equipment or facilities, we maintained a 24/7 incident command presence with emergency management officials. Crews were available at all times to assist with any switching, leadership was on site at incident command and meetings were held twice daily to keep a cross-functional team updated on relevant developments.

When emergency response personnel requested a service interruption for nine customers so they could safely work to contain the fire, PPL Electric maintained clear communication with affected customers. Once it was safe to do so, service was restored later that evening.

These quick and effective actions are a direct result of careful emergency planning and testing those plans repeatedly. Earlier this year, PPL Electric completed its wildfire emergency response plan and held a company-wide drill this summer. This is just one way we fulfill our commitment to reliability and public safety.



Shown here is the PPL Electric incident command team that worked with local emergency management 24/7 to monitor the situation on top of Blue Mountain and make sure our system and equipment were protected.



A view of the Blue Mountain fire from PPL Electric's incident command post from the weekend of Nov. 2.

New manager of economic development helping Pennsylvania prosper



Jason Hunt works to help companies locate and expand their businesses within PPL Electric's service territory. He works in partnership with consultants, economic developers and state government leaders.

PPL Electric Utilities powers about 200,000 businesses across the state, including essential healthcare facilities, educational institutions, advanced manufacturing and thousands of small businesses that make the towns we serve thrive. We want to see growth in our state and know that the commonwealth is ripe with potential.

That's why we have mobilized a dedicated team of professionals to drive economic development. At the heart of that team is Jason Hunt, PPL Electric's new manager of business and economic Development. Hunt is focused on helping attract new and expanding business across our 29-county service territory.

Since joining the team, Hunt has ramped up efforts to drive growth through key partnerships and initiatives, including:

- Supporting the Pennsylvania Chamber of Business and Industry's Keystone Initiative, which seeks to measure and track the state's competitiveness nationally on a range of factors related to the ease of doing business.
- Supporting communities in our service territory who have submitted sites to the Commonwealth's Site Identification exercise.
- Commissioning a competitiveness analysis to benchmark our service territory against competing regions nationally.

This vital work will make the communities in our service area more competitive sites for job-creating projects across a range of industries in the future.

To learn more about economic development in your region, contact your local regional affairs director or Jason Hunt at jhunt@pplweb.com.



LIHEAP Opened Nov. 4

Encourage your constituents to apply for LIHEAP and help them stay warm this winter. LIHEAP offers grants to help income-eligible customers pay their heating bills. Grants are applied directly back to a customer's bill and do not need to be paid back. Homeowners and renters are eligible to apply for up to \$2,000 toward their heating bills. Customers do not need to have a past-due balance to qualify for cash grants. These funds can help avoid a shut-off or heating emergency. Last winter, in PPL Electric's service territory alone, LIHEAP helped customers with more than \$17 million in grants.

How to Apply:

Text LIHEAP to PPLAID (775243) or visit ppllectric.com/liheap for more information.

Have a question? Need help? Contact Us.

Public Official Inquiries:

Harrisburg, Barb Sexton - BSexton@pplweb.com

Northeast, Alana Roberts - ARoberts@pplweb.com

Lehigh, Jane George - JGeorge2@pplweb.com

Lancaster, Harrisburg, Kelly Palmer - KPalmer@pplweb.com

Susquehanna, Jonah Howe - JGHowe@pplweb.com

Empowering communities through volunteerism – Day of Caring

PPL Electric values more than delivering safe and reliable power to our 1.5 million customers. For over 100 years, we've served communities throughout central and eastern Pennsylvania, not just because it's our job, but because this is our home. It's where our children go to school. We're all neighbors.

That's why we're proud to support our communities in a number of ways, including volunteerism. On September 19, 2024, over 460 PPL employees took part in the United Way's annual Day of Caring. Our employees helped paint, plant, pack, shop and beautify 20 different organizations across our 29-county service area.

This event is always our favorite. More PPL employees join in to make a positive impact on their communities every year. In fact, our participation has



Team members from PPL Finance department volunteered at Sheridan Elementary in Allentown. They spent the day painting and upgrading the teachers' bathrooms to promote a more positive and uplifting atmosphere.

more than doubled over the last two years. In addition to the United Way's Day of Caring, we follow up our efforts with a Family Day of Caring. This allows our employees to share

this great work with their loved ones. We look forward to keeping this momentum going, and we can't wait to go even bigger in 2025.



A team of PPL Electric employees from Corporate Communications, Regulatory and Government Affairs transformed the Second Harvest food bank office in Nazareth into a more vibrant and welcoming environment. The team spackled and painted various areas of the food bank office, creating a fresh new look that will positively impact everyone who walks through its doors.

Customer Service and billing questions 1-800-342-5775






Connect with us @PPElectric   

Programs to help your constituents pay their bills

With the upcoming winter heating season, PPL Electric wants to remind customers of the various customer assistance programs and how to apply. We have programs and payment arrangements to help. There are programs that all customers can use such as budget billing and due date selection, but we also have programs to help families in need.

PPL Electric customer service representatives are well versed in helping customers learn which program is best for them. Please connect your constituents to us through our 1-800-DIAL-PPL or ask your regional affairs director to help connect the customer to our team.

For all customers:

-  **Payment arrangement:** Apply for an arrangement that will help you pay off a past-due balance over time.
-  **Automatic bill payment:** Sign up for auto pay and we'll withdraw your monthly payment from your bank account.
-  **Budget billing:** We'll average your electric use over the entire year so that your bill amount will be more predictable.
-  **Alerts:** Get notified if you have a power outage, when your bill is due, if your usage is abnormally high, and more!
-  **Shop for electricity supply:** Check the price you're paying for electricity supply and see if you can save. You can choose a supplier based on price or other special services.



For income-eligible customers:

- OnTrack:** Get a lower fixed monthly payment. If you have a past due balance, you may qualify for debt forgiveness.
- LIHEAP:** Grants for home heating bills and emergencies usually available from November to April.
- WRAP:** Free energy saving products and services for homeowners and renters to help reduce your electricity use.
- Operation HELP:** Cash grants for home electric bills available through a community agency near you.
- CARES:** Protection for customers with a temporary hardship.

Learn more at
ppl electric.com/billhelp



Lehigh Carbon Community College upgrades hands-on HVAC learning lab with Empowering Communities grant



The PPL Foundation provided a grant to help Lehigh Carbon Community College purchase updated HVAC equipment. Students will benefit from the equipment as they prepare to enter the workforce.

Lehigh Carbon Community College in Schnecksville is a recent recipient of an Empowering Communities grant. The college used this funding to purchase new heating, ventilation and air conditioning (HVAC) equipment and update older equipment for its students to use in the classroom. Roughly 50 more students will benefit from these new tools during the fall semester.

Through this Empowering Communities grant, students are learning how to work with equipment they'll run into while out in the workforce. By the time they leave the program, the students earn 14 different certifications, including certificates for newer and more environmentally friendly refrigerants that are becoming standard in the industry. This learning isn't just important for the students' professional development, but LCCC students can use their expertise to make a positive impact in communities throughout central and eastern Pennsylvania.

Sponsors tee up for Operation HELP: annual golf tournament raises \$275,000 to help customers with their bills

In September, vendors, partners and PPL Electric employees tee up to help our customers by participating in the annual Operation HELP golf tournament. Because of high participation and an increased need for customer grants, we held two separate tournaments on the same day for the first time ever. Through both tournaments, this one-day event raised more than \$275,000 to help customers with their bills, a record-breaking total!

Established in 1983, the Operation HELP fuel fund helps customers in need with their energy bills and since then, the program has contributed more than \$36.5 million in grants and helped over 114,500 families across the region.

Operation HELP grants are paid directly to PPL Electric bills and are funded by our generous customers, employees and the annual golf tournament sponsorships. These contributions make the program a tremendous success.



Proceeds from the PPL Electric annual golf tournament fundraiser have assisted 114,500 families through our Operation HELP program. This year's tournament raised \$275,000 for Operation HELP.

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