

Testimony of PPL Electric Utilities Corporation

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Pennsylvania Public Utility Commission
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Preparing for Hurricane Irene

- Preparations began Wednesday 8/24
- Ensured staffing, equipment available
- Sought out-of-state mutual aid



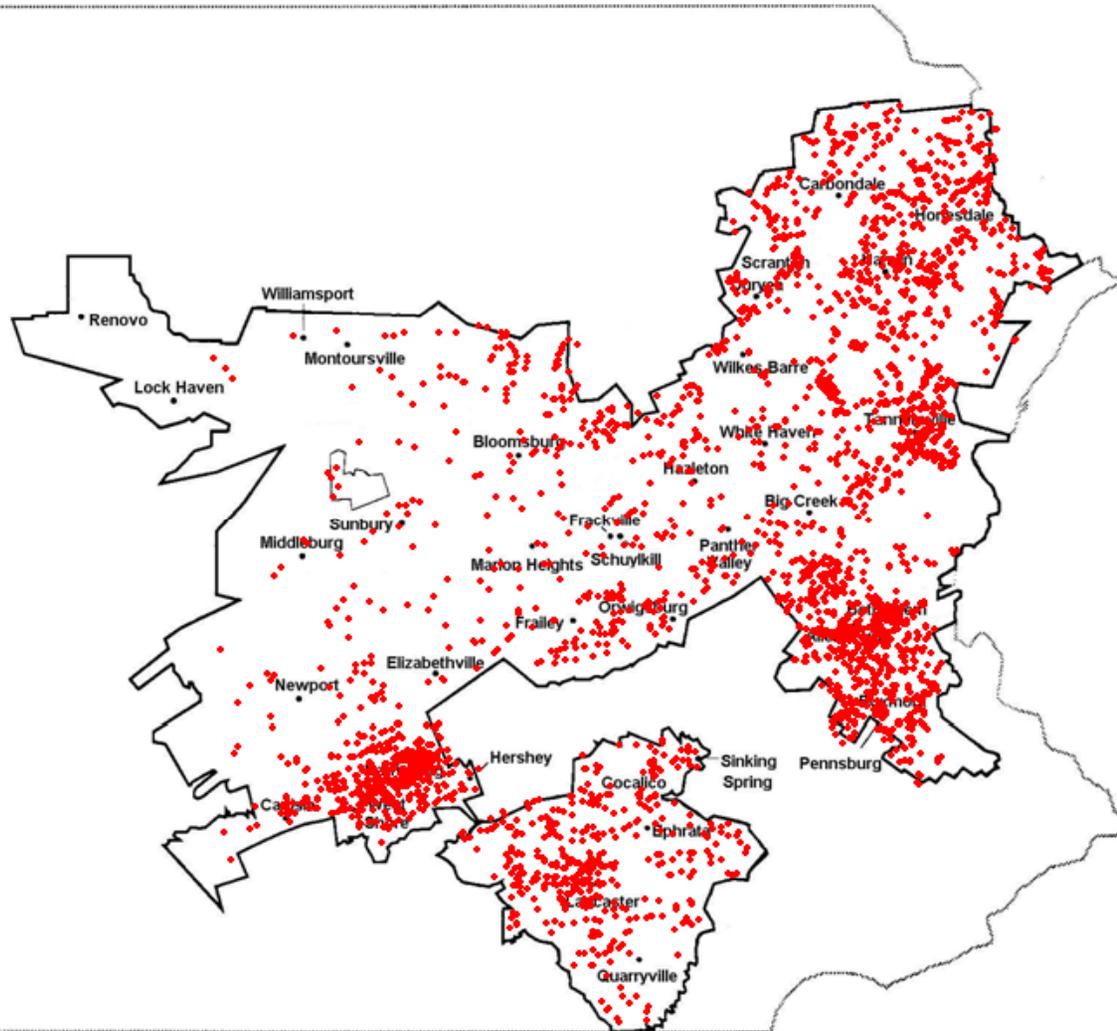
Extensive mutual aid

- Assistance from six states
- More than 2,200 field workers
- More than 900 support employees



A historic storm

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Restoring service



Communications challenges

- Volume of calls causes phone system problems
- OMS also had technical problems
- We understand urgency of finding a solution

Reaching out to customers

- Proactive calls to customers without service
- Waited to provide restoration information until confident of its accuracy



Strong safety performance

- Only one OSHA-recordable incident
- Worked hard to share safety expectations with out-of-state crews



Success stories

- Contract assessors
- Team approach to restore feeder stems
- Proactively ID'ing outages
- Wide-ranging approach to preparation

Opportunities to learn

- We continue to examine our response



Thank you.

Questions/Discussion



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