

Summer Readiness and Lessons Learned

Carl Segneri
PPL Electric Utilities Corp.
June 7, 2012



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Structure of today's remarks

- Lessons learned from last year's storms
- Keys to readiness this year
- Forecast for this summer



2011: A historic storm year



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Major lessons we learned



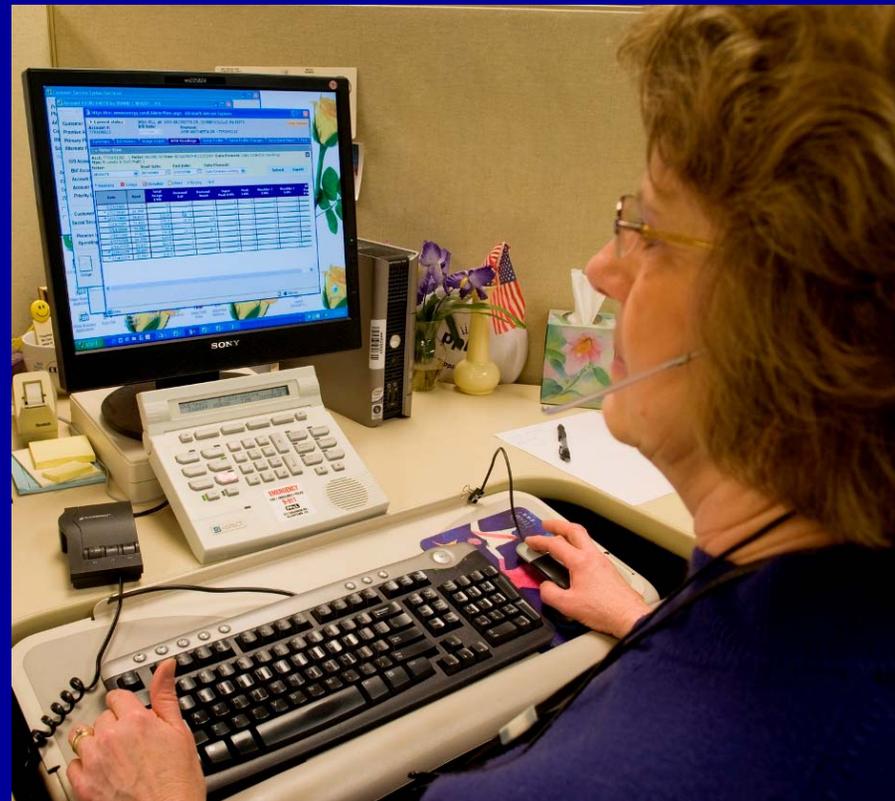
Assessing field conditions

- Adding more assessor resources
- Reviewing our assessment processes



Providing more, better information

- Helping customers reach us
- New ways to share information



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Sharing storm duties

- Expanding storm rosters
- Training employees
- Improving interaction with contractors



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Summer readiness



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Summer readiness

- Capacity planning
- Reviewing reliability performance
- Also focused on worst-performing circuits



Summer readiness

- T&D investment this year: **\$664 million**



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Summer readiness

- Vegetation management investment of **\$45 million** for T&D system



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Last summer and this summer

- Record demand seen last July
- Handled w/o problems
- Similar performance expected this year



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No extraordinary problems expected

- Ongoing investment in system will be key
- Also: Vegetation management
- Taking action on both



Thank you.



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