Testimony of

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Vice President-Distribution Operations

PPL Electric Utilities

Senate Consumer Protection Committee

and

Senate Veterans Affairs and

Emergency Preparedness Committee

Oct. 18, 2011

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Preparing for Hurricane Irene

- Preparations began Wednesday 8/24
- Mobilized additional staffing
- In advance of storm, acquired assistance from new corporate affiliate and others
- Pre-staged equipment, materials

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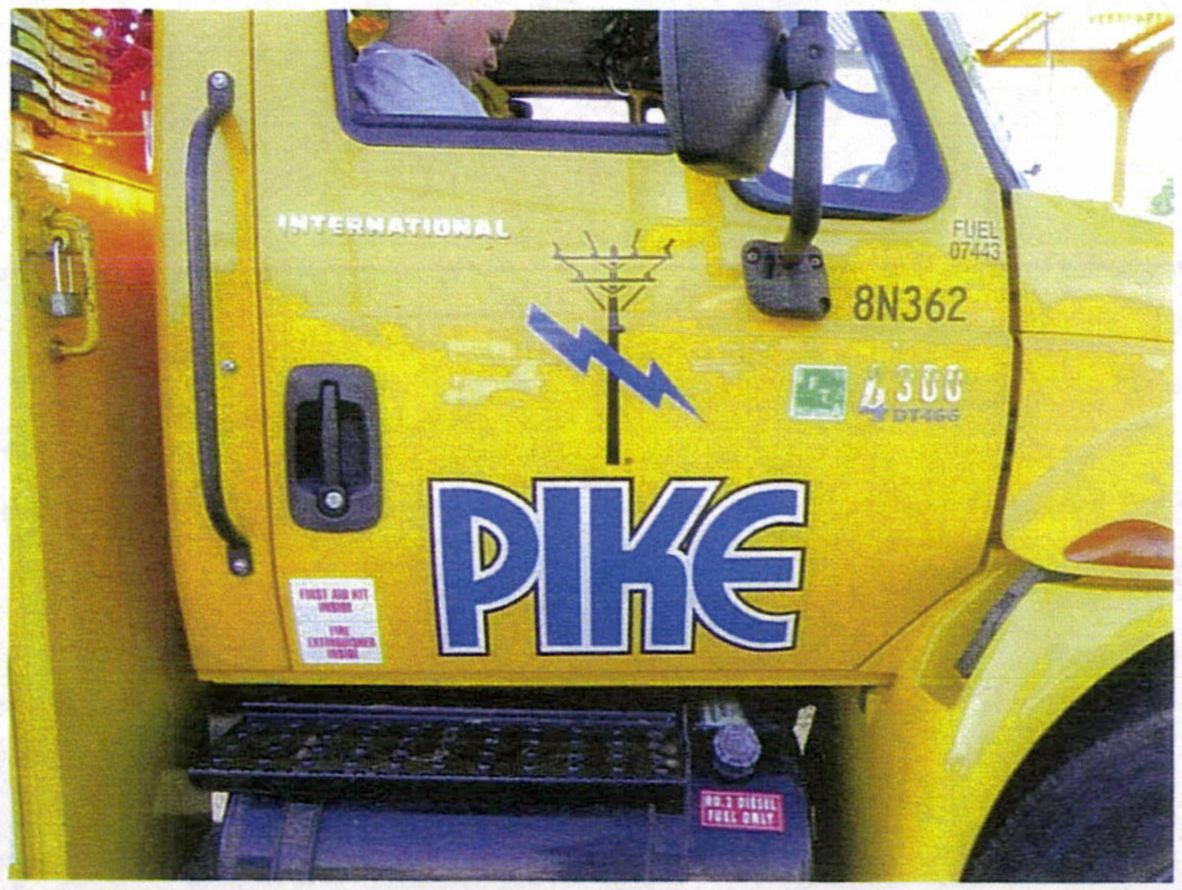
Extensive mutual aid

Extra manpower critical during major storm events

- Assistance from six states
- 2,200+ field workers
- 900+ operations support employees



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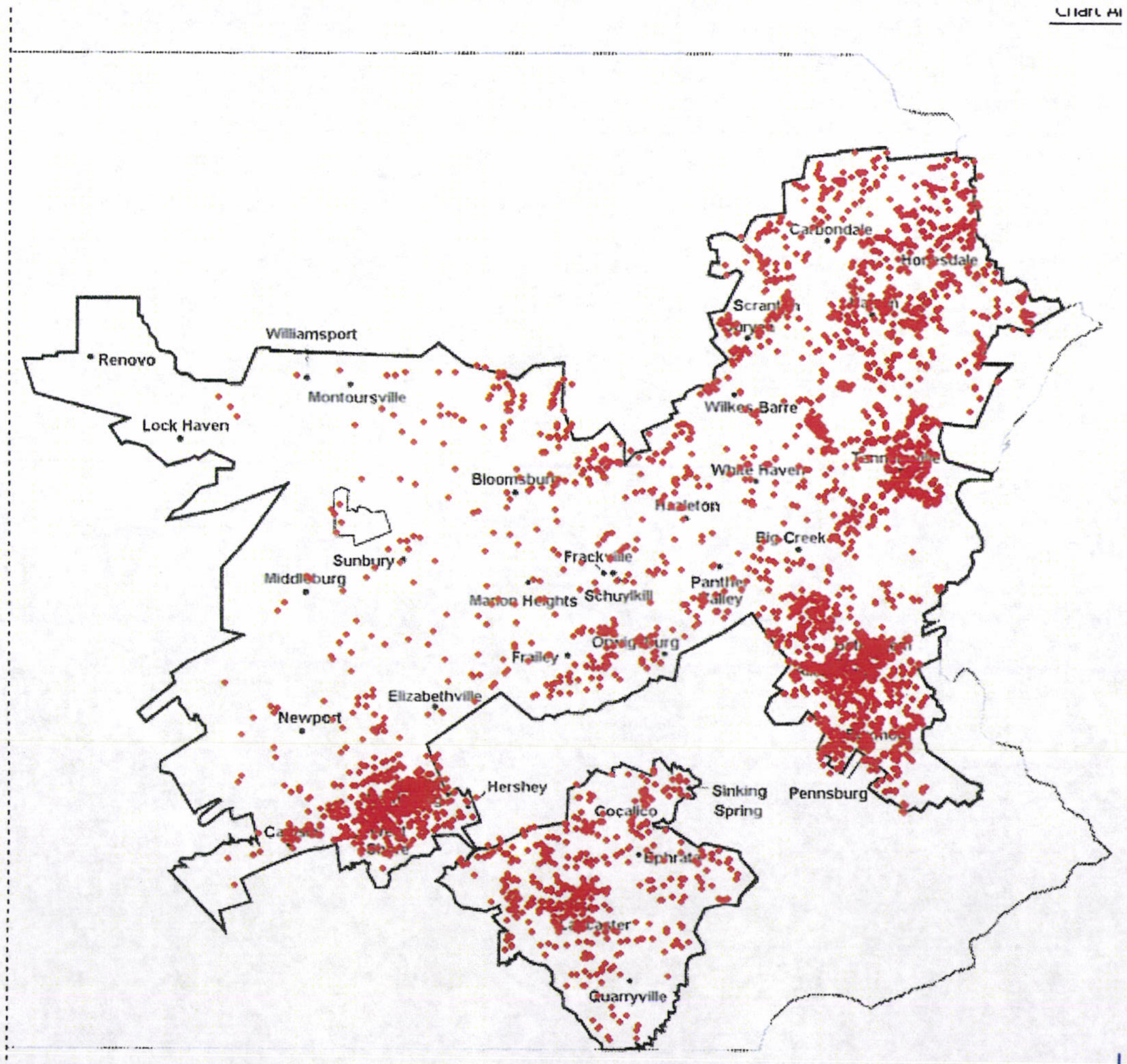
A historic storm
Every county affected,
staggering amount of damage



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Restoration priorities

- Public health and safety first
  - Increased focus on “critical” and “sensitive” customers
- Transmission & substations, then cases that bring most customers back as quickly as possible

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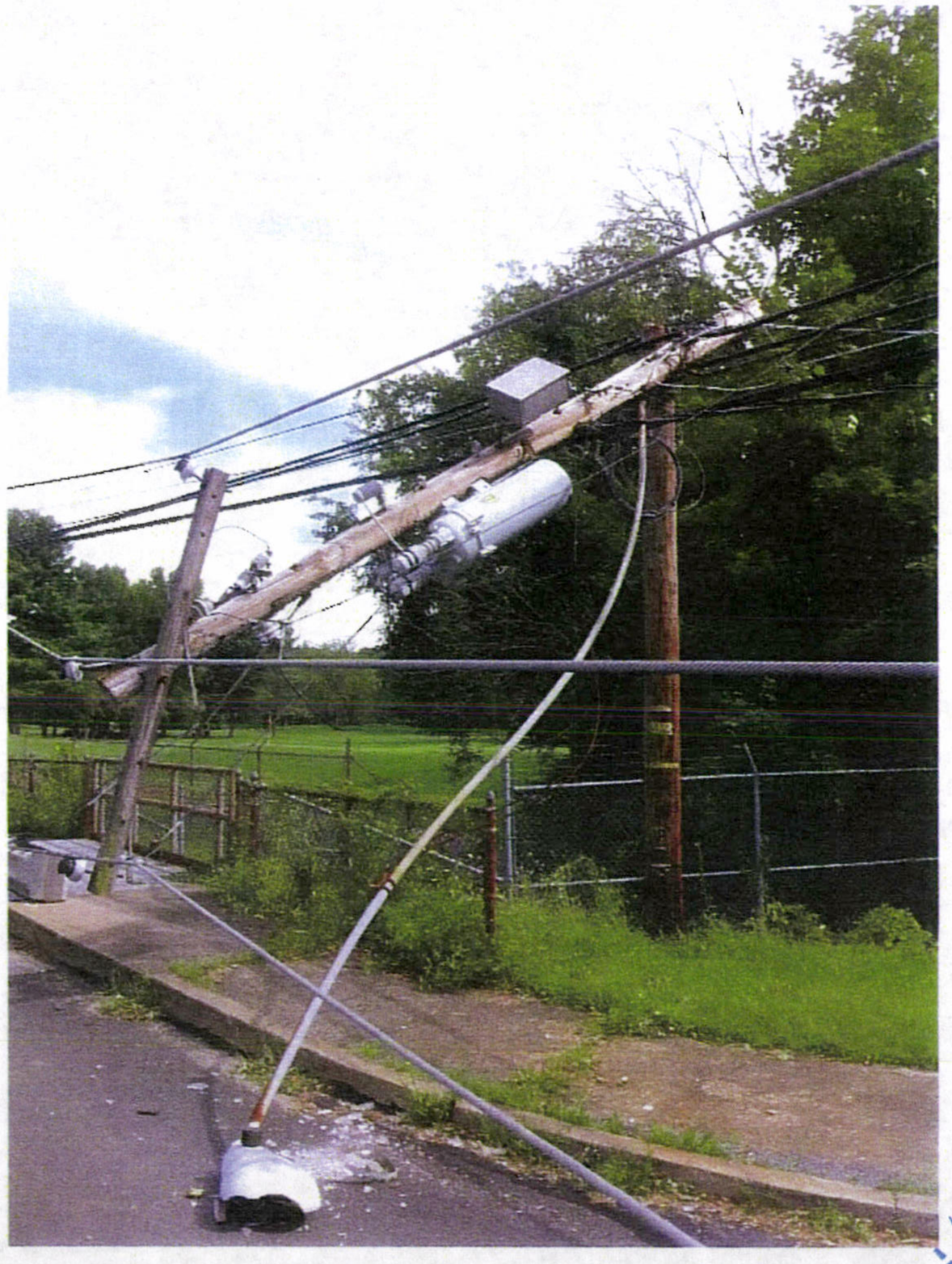
Restoring service



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Communications challenges

- Volume of calls caused phone system problems
- OMS also had technical problems
- We understand urgency of finding a solution
- Keeping affected customers informed during restoration process

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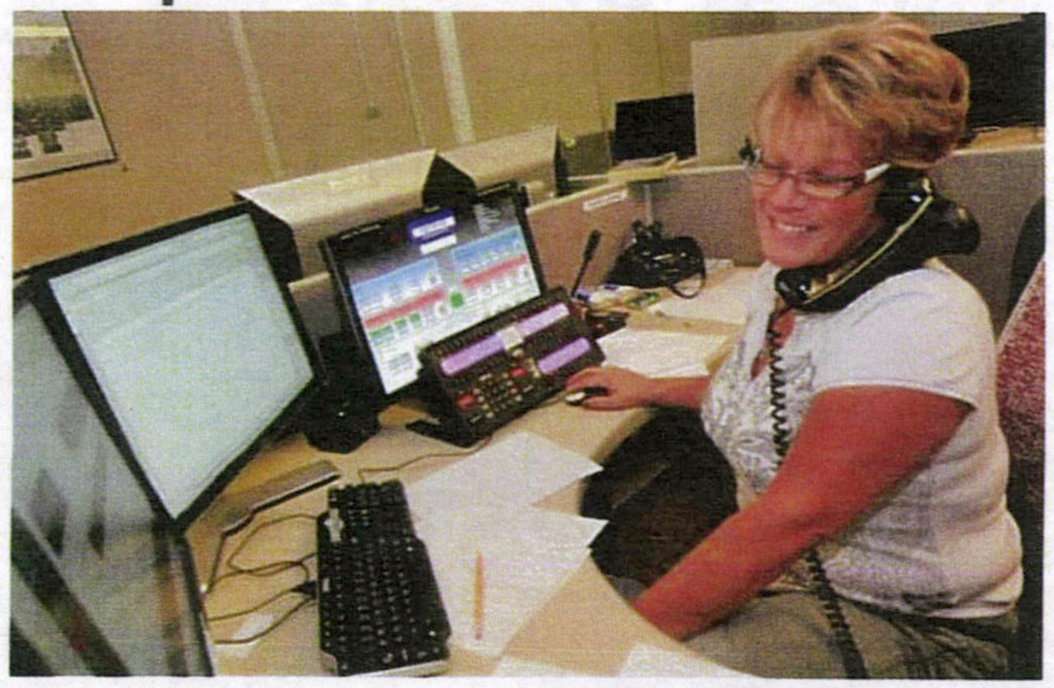
Reaching out to customers

- Prior to storm, during storm recovery, and following restoration
- Proactive calls, e-mail blasts to customers without service; social media, radio advertising
- Restoration forecasts delayed until assessments complete, confident in accuracy of information



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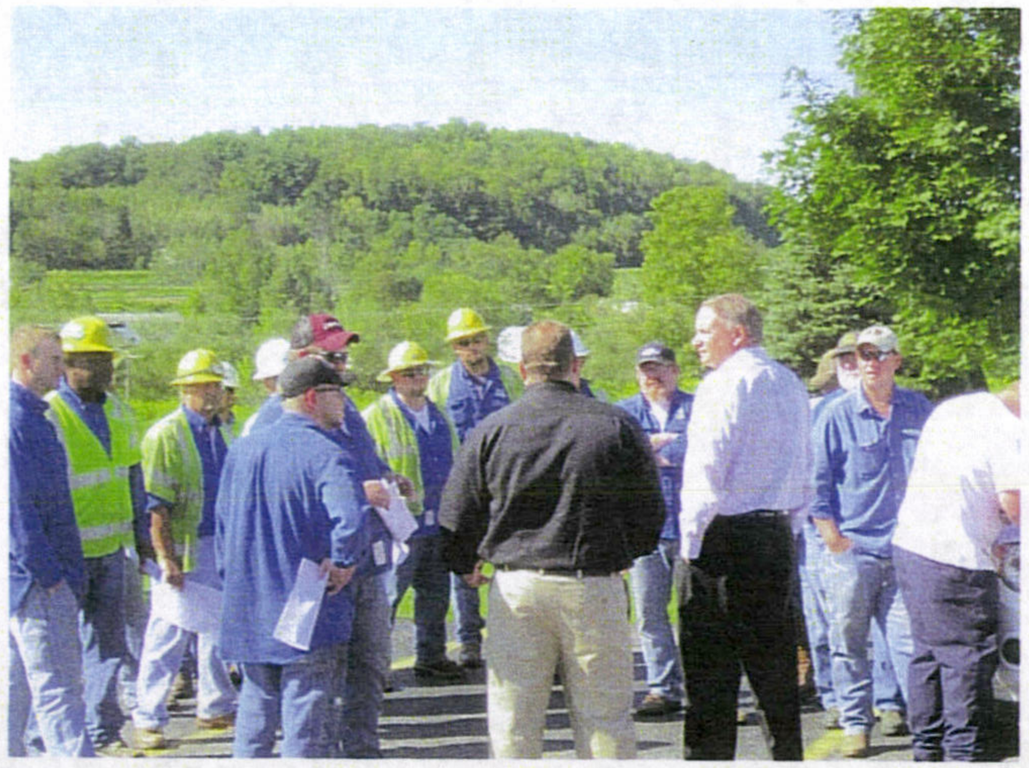
Communicating with agencies

- Strong relationships with state, county and municipal agencies
- Ongoing two-way communication throughout storm



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Strong safety performance

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

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Success stories

- Wide-ranging approach to preparation
- Use of contract assessors
- Team approach to restore feeder stems
- Proactively ID'ing outages
- Expanded communications/outreach

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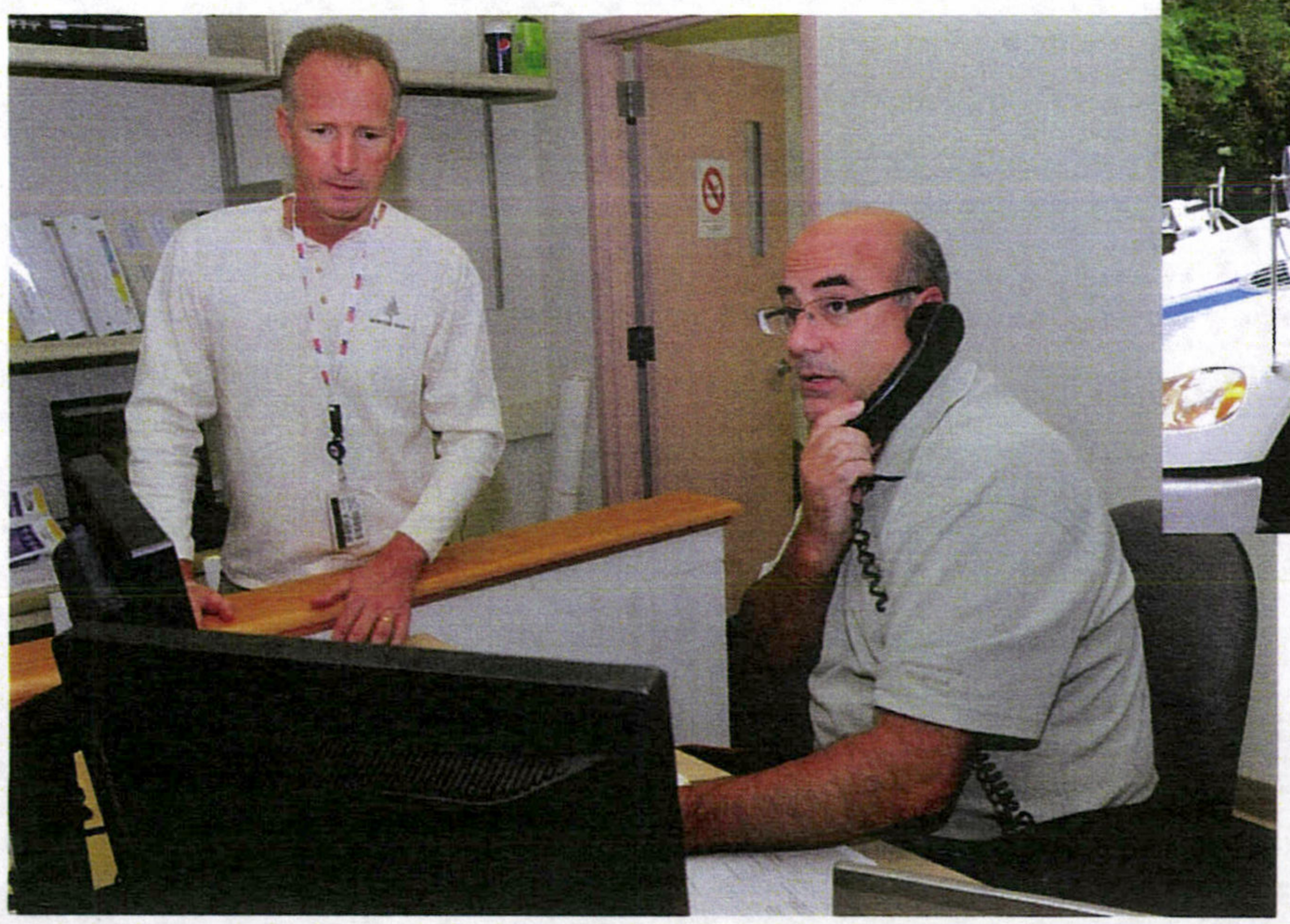
Opportunities to learn

- We take a self-critical approach
  - Looking at technology issues, customer communications



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Thank you.

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Questions/Discussion

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