



100 

A century of people **powering** life.





## PPL President and CEO Vince Sorgi

As I reflect on what it means to power life for a century, I think about the people who have built and shaped PPL. I think of the thousands who came before us and helped to build this company that I am so proud to be a part of today.

I think of the linemen in the 1920s stringing wires to rural towns on the verge of major industrial growth. I think of the engineers of the 1940s surveying power lines on horseback. I think of the marketers of the 1960s bringing efficient electricity within reach for so many households. And, I think of the power plant workers of the 1970s providing reliable power amidst a global energy crisis.

Through the decades, PPL has been a beacon of progress for the communities we serve — facing each new day with perseverance, creativity and innovation fueled by the brightest minds in our industry.

Today, we are more than 12,000 strong, building on the foundation laid by our predecessors. We are, and have always been, hard working men and women who consistently deliver for our customers.

This milestone is yours. It's a time to celebrate your place in our company's history and your efforts that are the bridge to our future.

I thank you today and every day for your contributions to this great company. I am excited about our future and look forward to the great things we will do together.

*Vince Sorgi*

*PPL President and Chief Executive Officer*







Utility field workers circa 1907.



Central Station in Sunbury, Pa, circa 1883.

## Before We Were PP&L

In the years before Pennsylvania Power & Light (PP&L) was formed, the electric industry was vastly different than what we know today.

In the early 1900s, electricity was still a novel concept with very little standardization and a crowded field of operators and generators serving small, local areas. Equipment was crude and tiny power plants were often housed in sheds, barns, basements and even churches. In fact, in 1907 the area now served by PPL Electric Utilities in Pennsylvania had 92 different operating power companies.

Early electric service was a far cry from what we enjoy today. In the beginning, electricity was only supplied from dusk to midnight because lighting was the chief use for electricity. Arc lamps were used in streetlights, and Edison's light bulbs lit homes. Customer bills were even based on the number of lamps owned.

Long before they were PP&L, predecessor companies established a pattern of innovation in the electric utility industry. One company pioneered both lightning protection for transmission lines and hydraulic testing that led to the designs of dozens of hydroelectric plants across the nation.



## A link to Edison

PPL's roots even run all the way back to the inventor of the electric lightbulb himself — Thomas A. Edison. A company Edison founded in 1883 — The Edison Electric Illuminating Co. of Sunbury, which was acquired by PP&L in 1930, — made history on July 4, 1883 when The City Hotel in Sunbury, Pennsylvania, now the Hotel Edison, became the first building in the world to be commercially wired and illuminated by incandescent electric lights through Edison's three-wire system. Afterward, Edison demonstrated for the first time that an entire community could be powered from a commercial three-wire generating and electricity distribution system.

As the need for more reliable and efficient electricity emerged, the industry began to consolidate. In 1920, PP&L began to take shape. It was woven together from the patchwork quilt of smaller electric grids, and the company was formed through the combination of seven smaller utilities. And thus, began a period of great growth and progress for the regions and towns the company still serves today.

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The City Hotel in Sunbury, Pa. circa 1883.



# Transforming Communities and Powering Growth

From the patchwork quilt of local electricity grids in the 1920s to the two-way smart grid of today, PPL has consistently anticipated and adapted to the demands of an ever-changing energy landscape. By putting customers first, we have provided the foundation for industry to thrive, families to prosper and communities to grow for a century.

## The Early Years: Powering Industry

PP&L was created in 1920 through the consolidation of eight electric companies. At its inception, the PP&L system included 62 power plants tied together by 416 miles of high-voltage transmission lines in central and eastern Pennsylvania.

The regions PP&L served were on the verge of booming industrial growth. At the same time, only a small fraction of eastern and central Pennsylvania residents were served with electric power. PP&L's founders eyed development of a modern regional utility capable of serving as a catalyst for further economic and industrial growth.

In 1927, PP&L joined Public Service Electric & Gas Company (PSE&G) and Philadelphia Electric Company in forming the Pennsylvania-New Jersey Interconnection Network (PNJ). This regional network interconnected the utilities' electricity networks and power generation capacity, providing customers with more reliable and affordable power.

Other regions of the U.S. would not be able to accomplish this feat for another two decades.

*A lineman works on the Wallenpaupack-Siegfried transmission line, the first 220-kilovolt transmission line built in Pennsylvania and the first part of the ring in the PNJ network.*



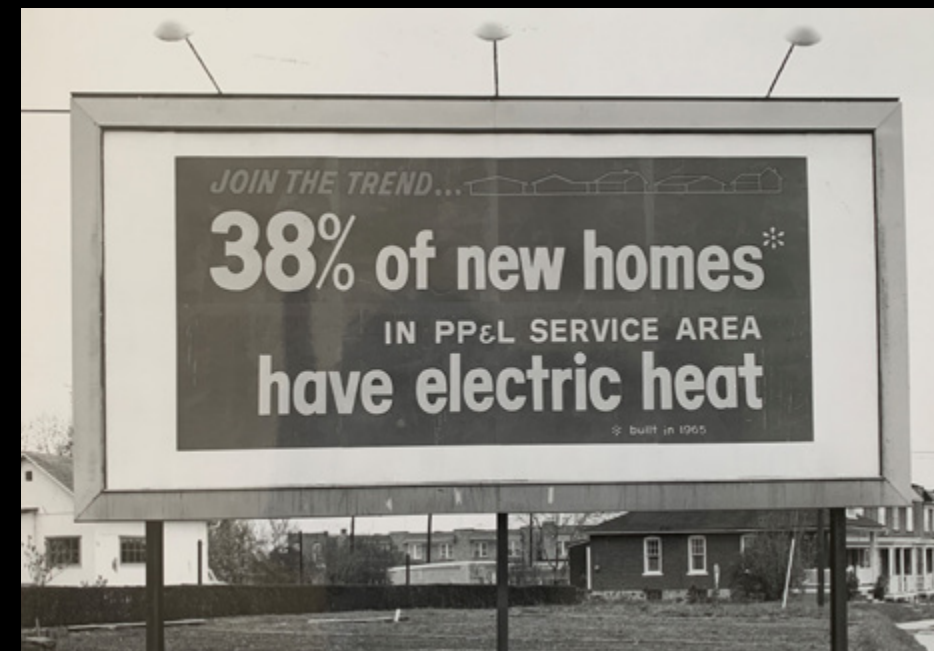
## Mid-Century Modernization: Electrification of the Home

By the 1950s, PP&L was experiencing year-over-year demand growth for electricity as central and eastern Pennsylvania experienced a major post-WWII resurgence. Having just completed the construction of six new transmission lines, totaling more than 130 miles, the company was well-equipped to meet this growing demand.

The demand for home electrical appliances skyrocketed during this time, and modern conveniences like refrigeration and televisions became a fixture in the American household, as electrification of the home took hold.

In late 1959, PP&L began promoting electric heating for homes. Throughout the decade, the demand for electric heat began a steady march upward with many customers noting its comfort and cleanliness as the main benefits. By the end of the decade, more than 38% of new homes were heating their homes with electric heat.

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PPL customers raved about the comfort of electric heat.

*"It was the most comfortable winter we've had—absolutely," wrote C.L. Mentzer of Valley View.*

*"Electric home heating lets us use all of our basement and keeps our home cleaner," wrote Joseph M. Lundlum of Paxtang.*





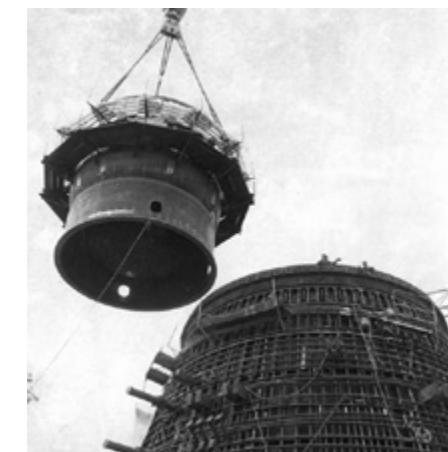
### Completion of Nuclear Plant and the Onset of Deregulation

In 1984, the company completed the construction of the Susquehanna Nuclear Generating Power Plant, which essentially marked the end of a decades-long era of construction.

It was evident that the industry was in flux. Regulatory and legislative changes ushered in independent power producers, and growth opportunities from core electric utility businesses began to slow. As a result, the electric industry entered an era of consolidation and deregulation in the 1990s. PP&L was prepared to meet these changes.

Thus began a monumental restructuring of PP&L from a fully-regulated, traditional utility that generated, transmitted and distributed power to a utility holding company with separate competitive supply and regulated utility companies.

In 1998, PP&L became the first utility to receive a license from the Pennsylvania Public Utility Commission to sell electricity and energy services in the state's newly formed competitive power market.



The first reactor is installed on PP&L's Susquehanna Nuclear Generating Power Plant. Photo courtesy of the Times-Tribune.

### Laser-Focused Regulated Utility

By the late 2000s, competitive generation was facing significant headwinds in the market. In response, PPL transformed itself yet again, expanding the scope of regulated utilities in its mix through key acquisitions.

In 2010, the company acquired Louisville Gas and Electric and Kentucky Utilities. On the heels of these major acquisitions, PPL added two additional utilities to the two it already owned in the United Kingdom. These bold moves increased PPL's total assets by about 80% and more than doubled the number of customers served by PPL companies.

To further reduce risk and provide shareowners clear investment choices, PPL boldly spun off its competitive generation business in June 2015, completing its multi-year transition into a purely regulated utility business with stable, predictable earnings growth.

One hundred years since its inception, PPL's journey continues, bridging the past to the future and adapting and changing to the ever-evolving nature of the utility industry.



# Journey through PPL's history



## 1920

### PP&L is born

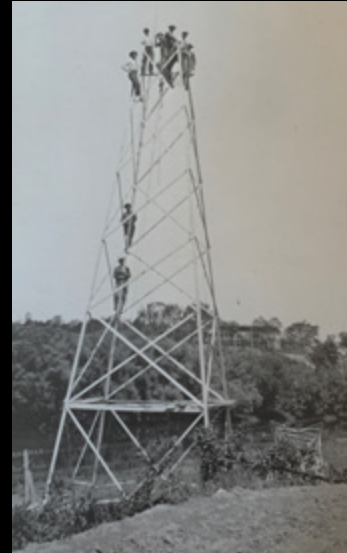
PPL, originally called Pennsylvania Power & Light, was formed on June 4, 1920, when eight utilities merged into one. The company, which had 62 power plants, became a model for the mergers and consolidations that occurred throughout the electric utility industry during the 1920s.

## 1930

### PP&L branches out

PP&L completed the last major acquisition of the early stages of its history when it merged with 21 operating companies in the Lancaster, Pennsylvania, area, adding a substantial number of rural and farm customers in Lancaster, Chester and Berks counties.

*A tower is erected in Lancaster*



## 1940

### The growth of an industry

PP&L powered the progress of industry in Pennsylvania by building a vast energy grid of transmission, substation and distribution infrastructure. Over the next 17 years, a total of 750 industries were encouraged to locate in towns and rural areas that PP&L served, creating more than 56,000 job opportunities for residents and increasing the demand for power.



## 1947

WWII transformed PP&L's workforce. In total 1,164 employees joined the fight. When it came to an end, the company launched an effort to get veterans back to work.

## 1928

PP&L's iconic Tower Building is erected

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## 1934

Home electrification takes off



## 1938

PP&L provides power to more than 81,000 rural farmers. The company had enough power lines to reach from Allentown to San Francisco and back.



## 1945

PP&L begins trading on the New York Stock Exchange in December 1945.





## 1950s

### PP&L continues to expand

As the demand for electricity skyrocketed, PP&L made additions to its business mix as well as expanding its infrastructure to meet customer demand.

## 1954

The Martins Creek power plant goes on line.

## 1958

The company breaks ground on Brunner Island power generation. PP&L chose a 13-year-old shareowner to put in the first shovel because, as PPL Chairman Charles E. Oakes said, "He represents our customers of tomorrow..."

*Brunner Island station, PP&L's second semi-outdoor, bituminous coal-burning plant, added the 741 MW of power generation capacity to the mix.*



## 1969

Computer use expands to the Customer Service department, providing "instant customer information" to callers.

## 1972

PP&L opens the Montour Preserve at its Montour power plant.



## 1953

PP&L purchases Scranton Electric Co., bringing with it 500 square miles of service territory and 95,000 additional customers.



## 1955

PP&L purchases Pennsylvania Water & Power Co.

## 1960s

### A decade of growth

PP&L continues to expand its infrastructure and power generation capacity to better serve customers. During this decade, PP&L completed the Brunner Island and Keystone power plants, which touched off an era of unprecedented growth. By the end of the decade, PP&L had more than 800,000 customers.

*PP&L President Jack Busby and Board Chairman Charles E. Oakes pictured in 1963.*



## 1970s

### Conserving energy

This decade brought new energy realities with two oil embargoes, double-digit inflation, high energy prices and increasing electric rates. In response, PP&L began energy conservation programs for homeowners and created a consumer advisory panel to address energy problems.



## 1976

The nation celebrates its bicentennial, and PP&L saluted the event by collaborating with construction companies to build five energy-efficient homes. The model homes demonstrated the future of energy-saving possibilities over the next 100 years.

*A passive solar system was installed at the bicentennial home in Harrisburg.*







## 1980s

### Major financial growth

The 1980s were a decade of immense financial change. In 1981, the company topped the billion-dollar mark in operating revenues for the first time. In 1986, revenues doubled that mark, reaching nearly \$2.2 billion.

## 1990s

### Deregulation reshapes company

In the 1990s, the electric industry entered an era of consolidation and deregulation. As a result, PP&L restructured from a geographically organized traditional electric utility in a natural monopoly environment to a functionally organized electric power supplier in a competitive environment.



## 1998

PP&L becomes the first utility to receive a license from the Pennsylvania Public Utility Commission to sell electricity and energy services in Pennsylvania's newly deregulated market.



## 2008

Pennsylvania enacts new energy efficiency law called Act 129. From 2009 to 2019, PPL Electric Utilities helped customers save about 3.5 billion kilowatt hours, and over \$350 million per year, through the programs. That equates to the total electricity used in 431,344 homes per year.

## 1981

The company surpasses 1 million customers



## 1983

PP&L's Susquehanna Nuclear Generation plant begins commercial operation. This also marks the first time since the end of World War II that the company is no longer in construction mode building power generation facilities.

*Aerial view circa 1979. PHOTO COURTESY OF THE TIMES-TRIBUNE.*



## 1997

Company unveils sunburst logo



## 2000s

### New millennium brings new company names

PP&L Resources, Inc. changes its name to PPL Corporation and PP&L, Inc. changes its name to PPL Electric Utilities Corporation.

## 2009

Rate caps expire, ushering in a new era of retail shopping for electricity supply







# 2010

PPL completes the acquisition of two regulated utilities in Kentucky — Louisville Gas and Electric and Kentucky Utilities.



# 2015

PPL completes its transformation to a company solely focused on high-performing regulated utilities through the spinoff of its competitive generation business.

# 2018

PPL acquires Safari Energy, LLC, a leading provider of solar energy solutions for commercial customers in the U.S.

# 2011

PPL completes the acquisition of two regulated regional electricity distribution companies in the United Kingdom. Together, with two previously acquired regional electricity distribution companies, they operate under the name Western Power Distribution.





# People Powering Progress

Generation to generation, fieldworker to office worker, together the people of PPL have been striving to deliver for our customers for a century. Built by thousands of dedicated PPL employees past and present, our strong and steady foundation provides the ability for our company to adapt and grow in an ever-changing industry while keeping our commitment to our customers at the center of all we do.

Today, our family of companies serves more than 10 million customers in the United States and United Kingdom, and it employs more than 12,000 hardworking, dedicated people. We are one of the largest companies in the U.S. utility sector. Together, we manage more than 218,000 miles of electric lines — enough to wrap around the Earth's Equator eight times.

While our company has changed through the years, our commitment to our customers remains the same. We know that turning on the lights isn't enough. From 1920 to today, we have always understood that we are powering lives, communities, organizations and businesses every second of every hour of every day.

PPL employees past and present are some of the most committed, brightest and talented in the industry. Their dedication and passion have been keeping the power flowing for 100 years.



100 YEARS  
*of*  
PROGRESS



5,200 WEEKS  
*of*  
SERVICE



36,500 DAYS  
*of*  
DEDICATION



876,000 HOURS  
*of*  
COMMITMENT



52,560,000 MINUTES  
*of*  
EXCELLENCE

100 YEARS



## People Powering Progress

Serving our customers means providing power when they need it most. It means keeping the lights on for small businesses. It means keeping families warm in the winter. It means celebrating the highs and being there in the hard times. While our customers may not realize it, we are there, powering life's moments. This is a commitment that PPL employees have a personal stake in.

## The Pride in Power

### Mike Summers, retired field supervisor for PPL Electric Utilities

“I started as a laborer at the former PP&L Brunner Island power plant in 1978 and worked my way up from transportation to distribution to journeyman lineman and then to a position in management as a field supervisor. I retired from this position after more than 41 years with PPL.

The one thing my team and I always took pride in was a job well done. Whether that meant powering up a brand-new business or restoring power after a storm. It always gave me a sense of pride to see how our work could impact lives.

In my work, I was always customer focused. I enjoyed working and talking with the customers. Each situation was so different, and I got to see firsthand why our focus on safety and reliability was so important. Looking back, while technology changed drastically over the years, our focus did not, because we always knew people were depending on us.

That was never more true than after a storm. In my early years, power restoration was a longer, much more manual process. Before there were computers in trucks, cell phones and GPS, things were done via maps, two-way radios and regular landlines. If there is an outage today, we pretty much know about it immediately. It wasn't that way back then. A customer or first responder had to call in to report the outage.

Through it all, the one thing that never changed was our focus on the customer. Nothing was more rewarding than bringing back power for customers who were so grateful and appreciative."

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NOW



## The Heart Behind the Smart Grid

### Salim Salet, director of Distribution Operations at PPL Electric Utilities

“From Day One to today, I have had so many opportunities to learn and grow, and the responsibility I have earned is important and fulfilling. Our team keeps the lights on. And when they go off, we bring them back.

In my opinion, my team operates the smartest distribution grid in the United States. PPL Electric Utilities is the only utility company with a grid that has more than 1,200 distribution circuits equipped with over 7000 smart devices. These smart devices communicate with our Distribution Management System (DMS), which our operators use to monitor the system, troubleshoot issues swiftly, and dispatch crews to make repairs, if necessary.

PPL has the smartest grid in the country because of smart forethought and brave investments. As I see it, no utility company has invested the same amount of time and financial means we have to deliver power reliably. We're not a traditional utility company; we're an aggressive and innovative one. We're not afraid to try new technologies and be the first adopters. This mindset has proven successful for us in many instances.

Reliability and safety are important to our customers. I'm proud to work for a company that delivers both. We provide a service that is an absolute necessity. When we eliminate outages or restore power back quickly and safely, there's a great sense of pride."





## A Pioneer in Service and Reliability:

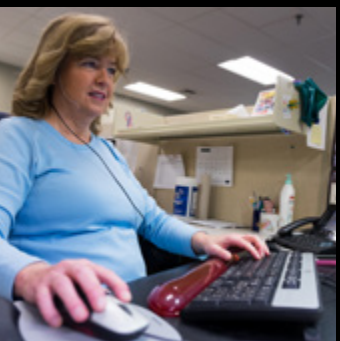
PPL has made delivering reliable service its mission. Here are just a few pioneering moves from the past:

- PP&L was a leader in bringing electric lines and service to farms in Pennsylvania.
- PP&L deployed the use of 19 mobile radio-telephone trucks to make power restoration more efficient after a record-breaking ice storm in 1948.
- PP&L was among the first utilities to place overhead “ground” wires above its transmission lines to protect from lightning strikes.

*A view of transmission lines from 1943 displaying the use of overhead ground wires.*



*A typical PP&L line truck from the late 1940s.*



## Putting Customers First

For decades, our customers have been at the heart of all we do. We understand that turning the lights on isn't enough — it's the little things that make the difference. It's helping a family use energy more efficiently to save a little more each month, it's helping a customer in need find necessary resources to keep the power flowing, it's educating our communities on electrical safety, and it's making improvements to our power grid to increase safety and reliability.

We understand how essential power is to life. We understand that our work each day powers hospitals, schools, homes and businesses. We understand that our work is life sustaining and that's why we don't stop when others do. That's why we go above and beyond to serve the millions of lives depending on us each day.



## Going Above and Beyond to Keep Customers Safe

### Doug Haupt, public safety specialist at PPL Electric Utilities

Since 2016, Doug Haupt and his PPL Electric Utilities public safety team have been traveling across PPL Electric's 29-county service territory with the company's popular Live Line Electrical Safety Exhibit — a scaled down, 7,200-volt electrical distribution system that is used to show firefighters, police officers, school children and the public how to stay safe around electricity.

Using ladders, gloves, shovels and other tools in a controlled environment, trained PPL staff wearing protective equipment show the sparks, flames, smoke and crackle that occur when those items come in contact with live electrical lines. The group also shows actions you should take if power lines have fallen onto your vehicle in a car crash.

By 2019, nearly 30,000 people had been educated by the exhibit.

Haupt typically runs the exhibits during evenings after spending his day responding to incidents in which contact is inadvertently made with underground and overhead power lines. He's helped by PPL employees who manage line crews during the day and put their experience as lineworkers to work in the evenings. This dedicated group often gives up time with their families to educate the public.

"It's awesome that PPL does this. For our company to identify this need and build this type of exhibit to educate the public is extraordinary," Haupt said. "The response from customers has been overwhelming and I'm proud to be a part of it."

Safety — and keeping the public safe — has been a hallmark of PPL's public outreach throughout its 100-year history. The Live Line Electrical Safety Exhibit, an innovative tool designed and built by PPL employees, has allowed the company to give the public a rare up-close look at the dangers of electricity and what we can do to stay safe around it.



## Finding innovative ways to serve customers

### Expert advice on going electric

PP&L's appliance showrooms in the 1920s through '60s helped customers find the perfect machines to electrify their homes and power their lives. Sales floors were stocked with electric washers and wringers, refrigerators, stoves, lightbulbs, toasters and more. Customers would pay a small down payment, with the remainder paid as installments on their electric bill.

PP&L's Home Economics and Home Service departments not only displayed the appliances, but hosted appliance demonstrations and classes to show customers how to use them.



### A personalized approach to electricity

To better serve its small town and farm customers, PP&L in 1929 unveiled its District Representative Plan. Under the plan, one PP&L employee was assigned to a specific community to perform a variety of tasks. Each worker served as a meter reader, service worker, bill distributor, collector, appliance demonstrator and salesman for up to 900 customers.

These workers proved to be effective and popular. By 1935, 141 district representatives were taking care of the needs of 120,000 PP&L customers.

“This cooperation is given gladly, so that you may get the most economical and beneficial service from the electricity used. This representative will also read your meters monthly and give you dependable information on new appliances in which you may be interested.”

Excerpt from a 1934 customer letter signed by Charles E. Oakes, Allentown Division Manager. He would later go on to become president of PP&L in 1946.



### The Energy of Man

From 1971 to 1974, PP&L sponsored an innovative exhibit to communicate the dramatic changes occurring in the nation's energy industry. The Energy of Man was a three-car, 216-foot train that traveled from town to town in PP&L's service territory, filled with exhibits that traced U.S. energy innovation from Benjamin Franklin to Thomas Edison to nuclear power. More than 300,000 residents toured the exhibit.

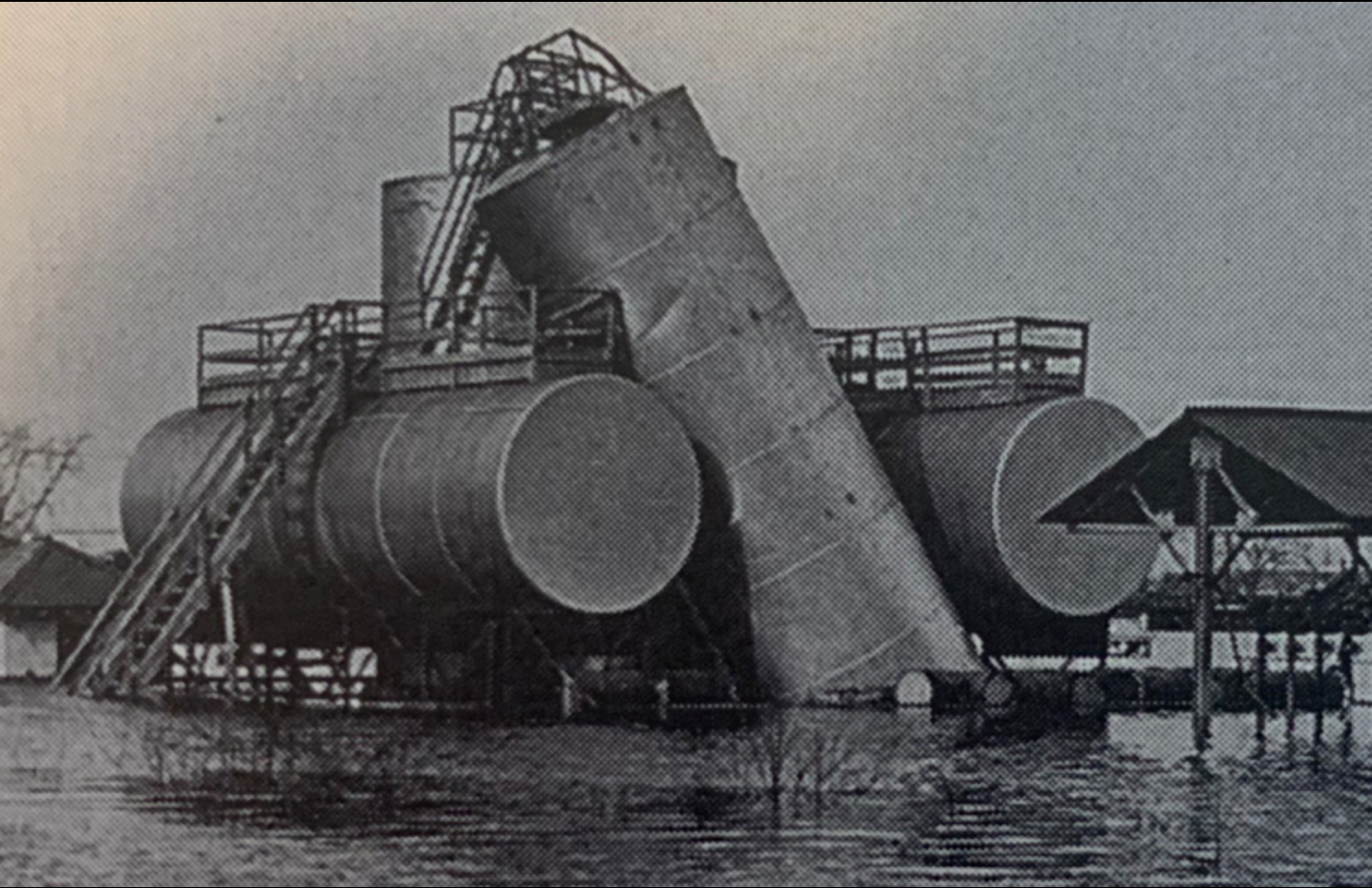


When disaster strikes, PPL lights the way

When disaster strikes, we’re there to light the way. Our customers are neighbors, family, friends and community members — and we are ready to serve — especially when the going gets tough.

Throughout our history, our regions have been struck by natural disasters that have compromised power, tested our will and pushed the limits of our innovation. But, with perseverance, determination and ingenuity, PPL employees consistently brave the harshest conditions to restore power and keep our customers safe and warm.

Whether the disaster is near or far, PPL employees have been there to respond and provide a beacon of light in the darkest of times.



1936 Susquehanna River floods

When the Susquehanna River flooded in March of 1936 — rising to more than 33 feet in some areas and submerging towns in the Wyoming Valley under feet of water — hundreds of PP&L repair crews responded to spare customers from enduring prolonged outages. In fact, as the ice-clogged river was rising following weeks of downpours, PP&L crews were preparing for their response, organizing repair crews; designating strategic operations locations and housing for the crews; and ordering repair materials such as transformers, gas and electric meters, tons of cable and miles of wires. By the time the floods hit, PP&L crews had the plans and materials to restore power as safely and quickly as possible.

1948 ice storm

When a New Year's Day freezing rain and sleet storm covered the Lehigh Valley and surrounding areas with ice in 1948, causing downed lines in much of the eastern half of PP&L's service territory, hundreds of PP&L response workers sprang into action. Even employees who typically didn't respond to storms jumped in to help. Marketing workers manned telephones, answering customers calls and updating them on the restoration. Others made sure PP&L workers on the front lines would have a place to sleep and eat while restoring power. An all-hands-on-deck approach was needed — more than 800 PP&L employees joined the 'round-the-clock effort to restore power to 90,000 customers in a five-day battle with the storm.

The 1958 blizzard

As much as 38 inches of wet, heavy snow buried parts of Pennsylvania in March 1958, tearing down power lines and snapping poles throughout PP&L's service territory. More than 205,000 customers lost power during the storm. PP&L sent out an army of responders and contracted for a two-seat helicopter to fly over affected areas and help locate trouble spots. A total of 2,500 employees served on storm duty. By midnight on March 20, PP&L's quick response had cut outages in half. The vast majority of outages were fixed within the next four days, but it took almost a week to restore power of all affected customers.



LETTERS

PP&L 'Miracle'

Editor, New Era: "Congratulations, PP & L."

Last Thursday we witnessed a sight that was the most fantastic thing I have ever seen. Here in Holtwood we are practically at a "dead end" and during these snows the whole world seems to close in.

However, around noon a miracle seemed to happen. With about two feet of snow, more or less, the first sound of machinery penetrating the still of the storm was two PP & L line trucks and a little jeep. They had actually journeyed from Lancaster to Holtwood without the aid of a snow plow, sawing trees to clear a road and clearing the roads of lines as they travelled.

They certainly found nothing pleasant to face when they arrived at their destination.

I hope I never hear anyone complaining about the lack of electric service for I'm sure they would not understand all that is involved. Leave it to PP & L to break a track for the snow plows.

MRS. R. E. BRUBAKER  
Holtwood R1.

12 To 16-In. Snow Paralyzes Area; 45,000 Places Without Power

Wet Snow Rips Buildings, Downs Trees and Poles

The eastern United States today is being hit by a heavy snow storm which is expected to last for several days. The snow is falling in heavy amounts in many areas, and is causing considerable damage to buildings, trees and power lines. In many places, the snow has reached a depth of 12 to 16 inches, and is causing considerable difficulty in travel. The snow is also causing considerable damage to buildings, trees and power lines. In many places, the snow has reached a depth of 12 to 16 inches, and is causing considerable difficulty in travel.





“The company's storm fighters did a magnificent job. The hours were endless. The work grueling. The task herculean. But the morale was superb and the accomplishments amazing in their rapidity.”

Excerpt from an article published in a special storm edition of *PP&L Reporter*.



### Tropical Storm Agnes – 1972

Tropical Storm Agnes caused the worst hurricane damage in Pennsylvania history at the time, dumping 18 inches of rain over PP&L's service area in June 1972. The deluge of rain flooded the Susquehanna River, which swelled to 18 feet above flood stage and almost four feet higher than the river's levees. At the height of the storm, about 130,000 customers were without power. Generating plants, substations and distribution networks were under as much as 17 feet of water, causing a total of \$11 million in damage to company facilities and equipment.

One-third of PP&L's 6,000 employees were called in to help restore power. Many PP&L employees were working 12-hour shifts to restore power while their own homes were destroyed by the flood.



*PP&L employees rescue a dog during the Agnes flood.*





### Hurricane Sandy – 2012

Hurricane Sandy in late October 2012 brought devastating winds and up to 20 inches of rain to some parts of Pennsylvania and knocked out power for more than 400,000 PP&L customers. Extensive storm damage created complex restoration jobs that involved removing trees and rebuilding power lines.

Utility workers from at least 10 different states — including workers from PPL companies Louisville Gas and Electric and Kentucky Utilities — supported PPL Electric Utilities in its week-long restoration efforts. Altogether, more than 6,000 utility workers, including 3,500 fieldworkers, helped restore power in PP&L's service territory.



“This is what lineworkers do.  
It's what makes us tick.  
We know it's difficult to be  
without power, and that people are  
depending on us to help fix that.”

Chris Gonzalez, field manager



### Hurricane Maria – 2018

PPL's restoration efforts stretch well beyond our companies' service territories — sometimes hundreds of miles away.

In January 2018, PPL Electric Utilities, Louisville Gas & Electric and Kentucky Utilities sent crews, line trucks and equipment for a long-term relief effort in Puerto Rico to help restore power knocked out by Hurricane Maria. Despite challenging work conditions, the crews rebuilt lines and restored power to customers in the Caguas area of the hurricane-battered island as part of a massive mutual assistance effort.

It was an unprecedented mobilization effort in which PPL companies sent 50 vehicles and almost 70 employee volunteers to help get Puerto Rico back on its feet. Residents in Puerto Rico greeted workers from PPL's utility companies with cheers and even hugs for their restoration efforts.

PPL workers were energized by the appreciation shown by Puerto Rican residents. Students and teachers at one elementary school shouted loud cheers of thanks to PPL crews after they restored power to the building, which had been without electricity for five months. Some of the teachers had tears in their eyes.



# People Powering Life

We are driven to not just power appliances but power life. For generations, PPL employees have been helping the communities where they live and work thrive and grow. Whether we're coaching on the ballfield, tutoring young students or stocking food pantries — we put our heart into helping our communities.

Community impact is really where we demonstrate our vision of empowering economic vitality and quality of life. We care for our customers and that means we are always reaching out a hand to provide assistance. Through the decades, PPL employees have volunteered thousands upon thousands of hours — serving as Scout leaders, delivering meals to seniors and helping veterans — just to name a few. In the past five years alone, PPL employees volunteered more than 100,000 hours to community service projects.

We are forever grateful for the selfless acts of kindness our employees and retirees show each day — it has truly been a century of caring.

“PPL's innovation, ingenuity and community engagement has positioned our region for economic growth, a sustainable economy and a culture of philanthropy... PPL provides support, volunteer resources, guidance and funding that make GREAT THINGS HAPPEN.”

Jeff Box, president and CEO, Northeastern Pennsylvania Alliance



“PPL has been a true partner to our foundation, not just through financial support, but as a resource to help us inspire the next generation. Without its philanthropy we would not be able to provide our partner schools with career exploration, skills development and future broadening programming. I appreciate PPL's commitment to our youth, not only as a nonprofit director, but as a father of children who have been impacted by the company's generosity and commitment to our communities.”

Jeff Emanuel, director of the Foundation of the Columbia Montour Chamber of Commerce



“PPL has been right there with us through the years. Without PPL, we wouldn't be able to do what we do. In our area, there are 18,000 more people who are food secure because of PPL, 5% more kids are reading on grade level and thousands of seniors are safer at home. But it's more than that. Importantly, PPL's leadership is influencing other companies to get involved. There's a ripple effect.”

David Lewis, president of United Way of the Greater Lehigh Valley





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“Throughout my entire professional educational career, I have never come across a partnership between a corporation and a school that can even hold a candle to the partnership between PPL and Cleveland.”

Naaman Schlegel, principal - Cleveland Elementary

## A School Project Becomes an Unbreakable Family

**Tom Brauchle, PPL retiree**

“What started as an experiment became an unbreakable family.

PPL and Cleveland Elementary School began a partnership that has lasted 30 years and counting. It began with a simple donation of 24 computers and turned into the longest continuous partnership in Allentown School District history.

Since the partnership began in the early 90s, on average, 24 volunteers — both employees and retirees — have accrued about 1,000 volunteer hours annually. The school has seen improvements in attendance, discipline, math and literacy metrics through the endeavors of PPL volunteers.

I’ve seen a lot of change at the school over the past years. What is constant, however, is the support from the school and PPL. It’s been interesting to watch PPL’s involvement grow at the school.

Once you see what you can do for these students, you keep coming back. It’s something you feel good about and you get hooked, knowing you can help these kids along the way.

In 2015, PPL became the Community School Partner for Cleveland. This extra commitment brought more resources to the students for both education and healthcare.

This past June, Cleveland closed its doors permanently after serving students since 1883. Students will attend a brand-new school — the Brigadier General Anna Mae Hays Elementary School.

PPL employees and retirees like me will be there to welcome them — just like family.”

NOW



## Volunteer Day Opens Up New Passion to Give Back

**Anita Scott-Fennell, work management planner/scheduler, PPL Electric Utilities**

“When I began working at PPL 30 years ago, volunteering wasn’t on my radar.

That changed, however, in the early 90s when I first volunteered for the United Way Day of Caring. It was then that I got to thinking there was so much more I could do for myself and the company.

I decided to stop focusing on myself and not take things for granted. Like having a job. Three square meals a day. A warm and safe place to live.

Today, I am passionate and relentless about giving of my time and treasure to my community. Whether it’s the local food banks, my church, local schools, arts-and-cultural events, homeless shelters or our local public broadcasting station, I cherish the time I can give. There’s a feeling of reward and great satisfaction. You can’t put a price tag on that.

Volunteering is a passion of mine and the company encourages and supports employee engagement in the community. I am extremely grateful for my job and am proud of the company and the opportunities

PPL gives me to help those in our community who need it the most. We shouldn’t wait to be asked for help, we should help, because it’s needed.”



## People Powering Tomorrow

### Deep-rooted sustainable values

Throughout our history, we have been committed to creating long-term, sustainable value for our customers, our shareowners and the communities we serve. We understand that the decisions we make can help shape the energy future for generations to come. Whether that means exploring electric vehicles, planting trees or saving energy, PPL has taken steps to grow and innovate in responsible, reliable ways. Our commitment to sustainability is not new, it's a deep part of who we are and one that we have demonstrated throughout our history.



## Pioneering moves in sustainability

### Electric vehicles added to PP&L's fleet

In 1967, PP&L added eight electric vehicles to its business car fleet and began touting the benefits of electric vehicle use. The electric vehicles, called Mars II, could reach speeds of 60 miles per hour for a range of 70 to 120 miles before needing to be recharged. PP&L invited the media to see the cars and peek under the cars' hoods during a press event that summer.

In 1993, General Motors selected PP&L as one of 12 test sites to get drivers into electric cars. PP&L was chosen because of its long-standing electric vehicle initiatives.

As we look forward, PPL's operating companies expect to reduce CO<sub>2</sub> emissions by more than 6,000 metric tons between 2020-2025 by transitioning to electric vehicles in their fleet. An additional reduction of more than 2,500 metric tons is expected between 2026-2030.



### Planting a quarter of a million trees

In 1964, after seeing what years of mining had done in the anthracite region, PP&L stepped in to help and launched Operation Trees in 1964. The company purchased more than a quarter of a million seedlings and enlisted the help of 139 community groups. PP&L foresters and volunteers planted trees in 33 areas in the northeastern section of the service territory. The goal for 1965 was 300,000 seedlings, with a target of getting one million trees in the ground by the end of the '60s.

Today, PPL Electric Utilities' Community Roots program has distributed more than 80,000 free trees in central and eastern Pennsylvania since it launched in fall 2017. Through the program, the company gives trees to county and municipal parks, environmentally focused groups and schools in its service territory. The trees not only beautify our neighborhoods, but provide cleaner air and habitat and food for birds and animals.

### Montour Environmental Preserve

As the United States celebrated its first Earth Day in April 1970, PP&L focused on environmental protection. The company committed \$40 million over a five-year period beginning in 1970 to company programs aimed at preserving clean air, clean water and natural landscapes and recreational areas. It was during this time that the company created a 162-acre lake, which served as an emergency water supply for the Montour Power Generation Facility. The lake and surrounding acreage become the core of the Montour Environmental Preserve, which still provides a wealth of recreational, educational and environmental research for the community.







## Energy Conservation Efforts

When the 1970s brought new energy realities with two oil embargoes, double-digit inflation, high energy prices and increasing electric rates, energy conservation became a major initiative at PP&L. The company began energy conservation programs for homeowners and created a consumer advisory panel to address energy problems.

At this time, PP&L also created a dedicated department to provide multiple use of company-owned land and resources for conservation purposes such as recreation, timber production, wildlife protection, agricultural use, protection of unique natural areas and preservation of open spaces illustrated the company's growing environmental awareness.

In the 1980s, PP&L developed new goals to purchase electricity produced by alternative energy technologies and began exploring development projects using alternate energy sources such as small hydro, solar, wind, refuse and cogeneration.

The company also began conservation and energy demand management programs to scale back energy consumption, especially during peak times.

Today, PPL continues its energy conservation efforts. From 2009 to 2019, PPL Electric Utilities has helped customers save about 3.5 billion kilowatt hours, and over \$350 million per year, through energy conservation programs spawned by Act 129 in Pennsylvania. That equates to the total electricity used in 431,344 homes per year.

PPL and its family of companies also promote energy conservation by offering social media tips, home energy performance monitoring, load management options with financial incentives to reduce demand during peak hours, appliance removal with incentives for replacement with EnergySmart appliances and energy efficiency education.



## Carbon reduction goal

PPL in January 2018 announced a voluntary goal to reduce the company's carbon emissions 70% from 2010 levels by 2050.

In February 2020, the company amped up its goal – setting a new goal to cut carbon emissions 80% from 2010 levels by 2050 and accelerating the 70% goal to 2040.

The company expects to achieve the reductions through a variety of actions, including replacing Kentucky coal-fired generation over time with a mix of renewables and natural gas while meeting regulatory requirements to provide least-cost and reliable service to customers. Actions also include taking steps across PPL's U.S. and U.K. operations to improve energy efficiency, reduce greenhouse gas emissions from substations and reduce vehicle fleet emissions.





## Moving energy forward

### Christine Martin, vice president of Public Affairs and Sustainability

“The passion to create a more sustainable future is driven by our people. They take a thoughtful, planned approach to being environmentally sensitive, which is integral to our customer service. Time and again, our employees bring our vision to life as we strive to move energy forward in responsible, sustainable ways.

When thinking about all of the great work we do at PPL, I am so proud of our sustainability efforts, which touch every aspect of our business.

PPL employees have enthusiastically participated in creating and executing sustainability initiatives, which has facilitated our progress, from reducing emissions to incorporating solar options. As we work to reduce our carbon footprint and position our industry and operations to adopt new technologies and respond to customer needs, our smart, deliberate actions and collaborative spirit will make it possible.”



## Minimizing Environmental Impacts While Delivering Safe and Reliable Power

### Patrick Renshaw, environmental project manager - PPL Electric Utilities

“As PPL Electric Utilities’ environmental project manager, I ensure PPL is in compliance with environmental regulations, but I also work on projects that help minimize the company’s environmental impacts and support environmental initiatives that benefit local communities.

For most of my 34-year career at PPL, I have been a champion for the environment. Communities expect more from us than safe and reliable electricity, though that is indeed a high priority. Customers also prefer to know the companies they engage with are good companies. I’m proud to say our customers get the service they need along with service beyond what they expect.

I look for opportunities many others may not see. Probably not a lot of people think about what happens to a broken utility pole and its subsequent impacts. I’ve thought a lot about it and have implemented a program to repurpose 100 percent of our broken poles, eliminating an estimated 12 million pounds of wood waste a year and reducing our related carbon footprint by 80 percent.

My passion for the environment runs deep. I have worked with other PPL employees to help install many osprey nests and helped educate students about our ecosystem, because at the end of the day, the people of PPL live and work in these communities too. We want the same environmental outcomes for our neighbors that we seek for our families.”





# People Powering Tomorrow

## Keeping an eye on the future

Through the years, PPL has anticipated the changes ahead for its industry and remained flexible to meet customer needs. While innovation indicates something new, for PPL, innovation is anything but new. Innovation is a foundational element of the company's being and success. It's what customers of yesterday, today and tomorrow expect, and what we will always deliver.



“At PPL, sustainability is about ensuring that our actions today, and our decisions tomorrow, create value for our customers and shareowners alike, while supporting a brighter future for generations to come. As the energy sector rapidly evolves, we're taking steps to not just power life, but progress.”

Bill Spence, PPL chairman, president and CEO from 2011 until 2020

“The rules of our business are changing. The electric utility industry has entered a new age of opportunity. We can turn challenges into opportunities only by managing change... Our responsibility is to manage the business for the future as well as our predecessors managed it for us. And that means anticipating change and being involved in it.”

Bill Hecht, PPL chairman and CEO from 1993 until 2006, addressed deregulation at the 1993 Annual Meeting of Shareowners



“In PP&L we are an activist people with a strong tradition of positive approaches. We shall continue in this pattern in meeting our responsibilities. For improved earnings. For a more satisfactory power supply. For qualitative regional development. And for greater career and job satisfaction for employees.”

Jack Busby, PP&L president from 1957 until 1977, to shareowners in the 1970 annual report, marking the company's 50th anniversary.



“Our industry has a tremendous opportunity to contribute to broader decarbonization efforts by delivering cleaner, smarter energy solutions that will have a positive impact for generations to come. As we've done throughout our history, PPL will continue to be a force for change that benefits customers and society. I see us continuing to find new ways to incorporate renewables and using industry-leading technology to modernize the power grid and the systems we use to manage it. While I can't predict the future, I am certain that the solutions we create today are paving a path to tomorrow.”

Vince Sorgi, PPL president and CEO



“I've been part of this company for 30-plus years. During that time, I've seen tremendous change and progress as PPL has continued to evolve. As we continue on our journey, I am certain the future will be more interesting, challenging and exciting than we can ever imagine today. Adaptability, flexibility, diversity and inclusion will be keys to future success. And, we will count on the ingenuity and expertise of our team more than ever, as I foresee us continuing to embrace new technology, diverse energy resources, distributed generation and renewables.”

Joanne Raphael, PPL Corporation executive vice president, general counsel and corporate secretary



“Since 1920, dedicated PPL employees continually improved and innovated our power grid to provide safe, reliable, and affordable electricity to power our customers' lives and businesses. This effort – combined with our commitments to safety, customer service and the communities in which we work and live – has most recently helped us earn eight consecutive J.D. Power residential customer satisfaction awards. And we are already evolving to meet the changing needs of our customers and to shape the reliable utility of the future. We're making our grid smarter, safer and better equipped to handle the next generation of renewable energy and meet increasing performance expectations. Plus, we've embarked upon a digital transformation that will revolutionize the way we engage our customers in the years to come. We're committed to remaining a leading-edge utility delivering reliable electricity our customers need to succeed for the next century.”

Greg Dudkin, president, PPL Electric Utilities

“WPD is leading the way to drive the UK's ambitions to achieve net-zero carbon emissions by 2050, by delivering a greener, smarter energy system that's fair and beneficial for all. WPD has unlocked huge volumes of existing network capacity by spearheading the UK's largest roll-out of flexibility services, enabling the quicker connection of green technologies and generation. In addition, our innovation programme is leading the UK's adoption of electric vehicles, and we are providing ever greater visibility of our assets to unlock the potential for customers to optimise our energy system to deliver a decarbonised future. It's an exciting time for the energy sector and I'm delighted to lead such a dedicated, engaged and innovative team and be part of PPL – an organization that has shared our vision – to celebrate its centennial.”

Phil Swift, Chief Executive, Western Power Distribution.



“LG&E and KU's talented and diverse employees have been our greatest single asset for more than 100 years, and now, together, we're celebrating this next major milestone with our PPL family. Their energies have remained focused on our customers and communities, ensuring we provide safe, reliable and low-cost energy with award-winning customer service. Looking forward, the future is digital; the future is sustainable; the future will remain customer driven. I'm excited to work with our dedicated and empowered employees to make this future happen for Kentucky and PPL.”

Paul Thompson, president and CEO of LG&E and KU Energy





## Thank you

The success of PPL has been  
built by the hands of many.

For generations, the people of PPL have  
been powering life's moments.

When a new day is dawning – we are there.

When small victories are celebrated – we are there.

When large milestones are achieved – we are there.

No matter what life brings – we are there.  
Ready to serve. Powering new ideas. And working  
to make the world a little brighter for us all.

Thank you for your dedication and commitment  
to serve each and every day.