

Tips for Managing through a

# POWER OUTAGE



**FirstEnergy**<sup>®</sup>

## Safety Information

- Stay away from downed power lines and anything touching them.
- If you see a wire down, call us at **1-888-LIGHTSS (544-4877)** or local police or fire. Don't report a line down unless you see one down. It will slow down the restoration if we have to respond to false reports.
- Never use your stove, gas grill or a heater designed for outdoor use to heat your home.
- Never use candles around pets or small children.
- Visit our website at **[www.firstenergycorp.com](http://www.firstenergycorp.com)** for outage maps and other useful information.



## Generator Safety

- Never connect a generator directly to your home's electrical system without isolating it from the power lines. This should be done by a qualified electrician.
- Improperly connecting a generator could create a safety hazard in your home and for our workers.
- Follow manufacturer's instructions when using a home generator.



## Restoring Your Service

- We secure any known hazards first (downed wires, for example) – usually by sending out Hazard Responders to keep the area clear. They are not trained to make repairs. They are there to help keep the public safe until repairs can be made.
- We give priority to hospitals, police and fire departments and other critical facilities.
- We repair transmission lines and substations that supply power to the local system first.
- Then we make repairs that restore the largest number of customers – this is the fastest way to restore all customers.
- We understand that customers with well water face additional challenges when the power is out – many of us have wells, too. The best way to address this is to stock up on drinking water and fill bathtubs with water in advance of the storm. Also, listen to the local media for information on shelters and free ice and water distribution.



## Partial Restoration

- In a major storm, we often will make temporary repairs – cutting a wire, opening a circuit, replacing a fuse – to make an area safe and restore as many customers on that circuit as possible before returning to complete the work.
- This helps us assess the damage and prioritize our work.
- If our crews leave your area to make temporary repairs elsewhere, be assured they will return to complete the work.

## Reporting an Outage

If your power is out, please report it to us. This can help us pinpoint damage and restore power more quickly.

You can report your outage several ways:

- Call us at **888-LIGHTSS (888-544-4877)** Please check your account to make sure your cell phone is registered with us before you need to report an outage.
- Use the outage reporting function on our mobile-optimized website, ***www.firstenergycorp.com***, or on our free smartphone app.
- Text **OUT** to **544487** to report your outage via text messaging. You can also sign up on our website for outage email or text alerts.
- More information about our outage reporting and technology tools can be found on our website, ***www.firstenergycorp.com/connect***.





## Customer “Call Backs”

- In a major storm, the electrical system often is damaged in thousands of locations. More than one repair may be needed to restore your service.
- Once we’ve made repairs that we believe are needed to bring your power back, we will call you. That is your chance to let us know if you’re still without power. In these cases, it’s often a problem with the line connecting directly to your home.



## Estimated Restoration Times

- Visit our website for the latest status on your reported outage.
- You can also get restoration updates by calling **888-LIGHTSS (888-544-48777)** or by texting **STAT** to **544487**.
- During significant outages, we will provide updates on Twitter. 

# What should you do if the lights go out?

Call us at **1-888-LIGHTSS.**  
**(544-4877)**

Be prepared for a power outage.  
Keep an emergency kit with these items:

- Flashlights
- Extra Batteries
- Battery-powered Radio
- Bottled Water
- Camping Equipment
- Cell Phone