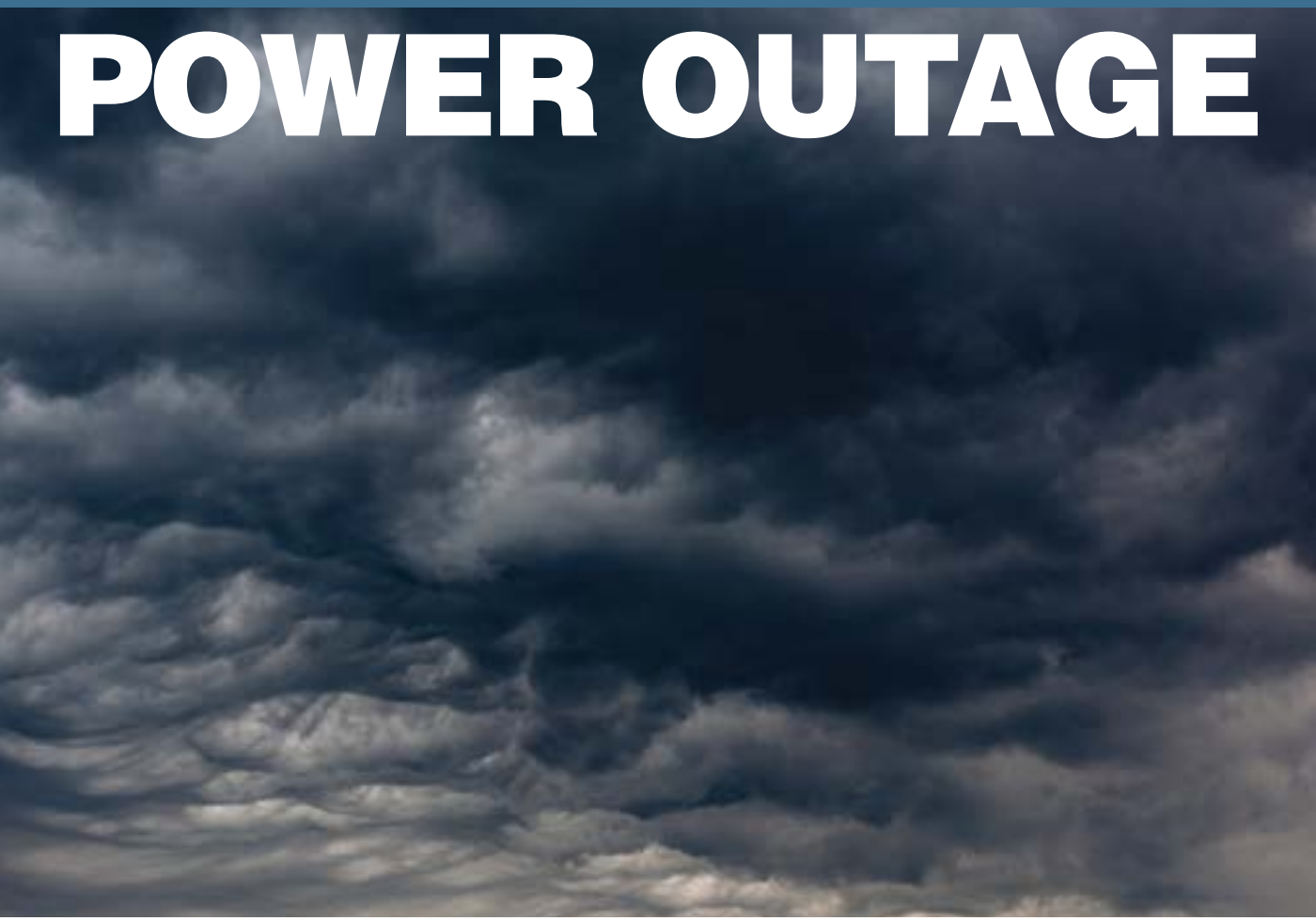
Tips for Managing through a

POWER OUTAGE



FirstEnergy®

Safety Information

- Stay at least 30 feet away from downed power lines and anything touching them.
- If you see a wire down, call 911 immediately to report it. Don't report a line down unless you see one. Responding to false reports of downed power lines delays our service restoration efforts.
- 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 **firstenergycorp.com/outages_help** to view additional safety reminders and other useful information.

Home 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, but to help keep the public safe until repairs can be made.
- We give priority to hospitals, police and fire departments and other critical facilities.
- First, we repair transmission lines and substations that supply power to the local system.
- 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. We recommend stocking up on drinking water and filling bathtubs with water in advance of a storm. Also, check with 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 power to 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).**
- Visit us online at **firstenergycorp.com.**
- Text **OUT** to **544487** (LIGHTS); If you aren't enrolled, text **REG** to **544487** to get started.

For outage assistance and safety tips, visit: **firstenergycorp.com/outages_help.**

For more information on our communication tools, visit: **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.
- We will notify you once we’ve made repairs needed to restore your electric service. You can let us know if you’re still without power. If so, it’s often a problem with the line directly connected to your home.

Be Informed and Prepared

For Estimated Restoration Times:

- Visit our 24/7 Power Center at **firstenergycorp.com/outages** to view outage maps and access other useful information.
- Log into your FirstEnergy account for the latest status update on your reported outage.
- You can also get restoration updates by calling **888-LIGHTSS (888-544-4877)** or by texting **STAT** to **544487**.
- During significant outages, we will provide updates on Twitter and Facebook.

Keep an Emergency Kit with these Items:

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

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