

Effective Outage Restoration

FirstEnergy

OhioEdison[®]
A FirstEnergy Company

FirstEnergy prepares for major storms long before they hit. Employees are well trained to safely perform their roles, monitoring storm activity and organizing repair efforts through the company's automated outage tracking system.

When severe weather is forecast, FirstEnergy activates its Outage Readiness and Restoration Plans, ensuring plenty of service crews, including linemen and dispatching staff, are prepared to effectively make repairs. Customer Service representatives also are brought in to handle a potentially large volume of customer calls. For large-scale outages, FirstEnergy utilizes mutual assistance agreements with neighboring electric utilities to help restore power more quickly.

Prioritizing Restoration

In a storm's aftermath, restoration is performed using a proven utility process. Fallen trees and limbs must be safely cleared in order for crews to repair and re-energize damaged lines.

Storms may damage a variety of electrical facilities, affecting customers in different ways. FirstEnergy Hazard Responders secure known hazards (for example, downed wires) first to keep the public safe until repairs can be made. Priority is given to transmission and substation facilities, since they supply power for local distribution systems. Next, priority is given to hospitals, communications facilities, and emergency response agencies. Once power to those facilities is restored, crews repair lines that supply power to large areas or groups of customers with a goal of restoring power as quickly as possible to all customers.

Since lines may be damaged in multiple locations, line and tree crews, or other workers may pass by customers without power in order to make higher-priority repairs that must be completed before damage closer to a customer's location can be fixed.



Continued on back

Reporting an Outage/Information

FirstEnergy encourages all customers to report an outage, even if a neighbor has already done so. Outage reports help FirstEnergy pinpoint damage, which can result in quicker repairs.

While you can always report an outage by calling **1-888-LIGHTSS (888-544-4877)**, FirstEnergy has recently introduced a suite of mobile communication tools that make it easier to report an outage and get the information you need when your power is out.

- Mobile and Traditional Website: Report a power outage and access FirstEnergy's 24/7 Power Center interactive outage maps from a mobile device or a computer by visiting www.firstenergycorp.com.
- Smartphone App: Download our free app by searching for FirstEnergy at the Apple® App Store® or Google Play.
- Two-Way-Text Messaging: Send a text message to **544487 (LIGHTS)** to initiate an inquiry through FirstEnergy's new two-way text messaging service. You must have a registered online account to use the text messaging option, and standard text messaging charges apply.

FirstEnergy also encourages customers to monitor news media and follow us on Twitter for the latest information. More information about our suite of mobile communication tools and our social media accounts is available online at www.firstenergycorp.com/connect.

Did You Know?

FirstEnergy crews 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 method also helps in assessing damage and establishing work priorities.

Streetlights

Customers can assist the company and identify streetlight outages. An outage may be due to a bulb that has failed or something more complicated, such as damaged power lines in the vicinity of the streetlight. Providing accurate and specific information when reporting a streetlight outage will help expedite the process.

A street address is required to report a streetlight outage and, if available, a pole number is helpful. Outages may be reported: online at www.firstenergycorp.com; by calling FirstEnergy Customer Service at **1-888-LIGHTSS (544-4877)**; or by faxing a Streetlight Problem Report to 1-877-445-6369.

FirstEnergy's goal is to repair streetlight outages within 72 hours, however, extra time may be required if there is damage to underground facilities.

If there is a hazardous situation, such as broken glass, a fixture is in danger of falling, exposed wires, or a pole is leaning or knocked down, call FirstEnergy immediately. Crews will check the area, make repairs and ensure the area is safe.