

FROM JCP&L

Tips for Managing through a POWER OUTAGE

Safety Information

- Stay away from downed power lines and anything touching them.
- If you see a wire down, call JCP&L at 1-888-LIGHTSS (544-4877) or local police or fire. Don't report a line down unless you see one. Responding to false reports of downed power lines holds up 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 JCP&L website at www.jcp-l.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

- JCP&L will 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.
- JCP&L will give priority to hospitals, police and fire departments and other critical facilities.
- First, JCP&L will repair transmission lines and substations that supply power to the local system.
- Then they will make repairs that restore the largest number of customers – this is the fastest way to restore all customers.
- JCP&L understands that customers with well water face additional challenges when the power is out. It is recommend to stock 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, JCP&L 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 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 JCP&L. This can help us pinpoint damage and restore power more quickly. You can report your outage several ways:

- Call JCP&L at 888-LIGHTSS (888-544-4877).
- Visit online at www.jcp-l.co

- Download JCP&L smartphone app
 - Text OUT to 544487 (LIGHTS); If you aren't enrolled, text REG to 544487 to get started.
 - Report an outage on Facebook at www.facebook.com/JCPandL For outage assistance and safety tips, visit: www.firstenergycorp.com/storminfo.
- For more information on our communication tools, visit: 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.
- JCP&L will call you once they've made repairs needed to restore your electric service. You can let them know if you're still without power. If so, it's often a problem with the line directly connected to your home.

For Estimated Restoration Times:

- Visit the 24/7 Power Center at www.jcp-l.com for the latest status on your reported outage.
- You also can get restoration updates by calling 888-LIGHTSS (888-544-4877) or by texting STAT to 544487.
- During significant outages, JCP&L will provide updates on Facebook and Twitter.

@JCP_L

www.facebook.com/JCPandL

You also can visit www.jcp-l.com/mytown for a summary of current outages, a snapshot of each community's infrastructure and expanded information during major storms.

Keep an Emergency Kit with these Items:

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