

How We Restore Power After a Storm

FirstEnergy follows a formal restoration process to restore service as quickly and safely as possible:

1. Clear hazards – like downed power lines, trees and blocked roads
2. Repair high-voltage lines that provide electricity to local lines
3. Restore power to critical public service facilities
4. Address outages affecting the most customers
5. Fix localized issues and restore power to individual customers

Customer Safety and Preparedness Tips

Customers can take simple actions to prepare and stay safe if an outage does happen:

- Secure loose outdoor items including garbage cans, furniture and trampolines
- Charge phones and essential devices
- Keep flashlights, batteries and a radio ready
- Store water if you rely on a well pump
- Have no-cook foods on hand
- Stay 30 feet away from downed power lines – call 911 immediately
- Steer clear of trees and utility poles in high winds

How to Report an Outage

If you lose power during the storm, report your outage by:

- Calling 1-888-LIGHTSS (1-888-544-4877)
- Texting OUT to LIGHTS (544487)
- Clicking the "Outages" link on firstenergycorp.com

Get Outage Updates

- Text REG to 544487 to sign up for outage text alerts. Once signed up, text STAT to 544487 to get the latest update for your home.
- Log into your online account.
- View our outage map at firstenergycorp.com/outages.

FirstEnergy (NYSE: FE) is dedicated to integrity, safety, reliability and operational excellence. Its electric distribution companies form one of the nation's largest investor-owned electric systems, serving six million customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate approximately 24,000 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Follow FirstEnergy online at www.firstenergycorp.com. Follow FirstEnergy on X: [@FirstEnergyCorp](https://twitter.com/FirstEnergyCorp).