



Website Quick Reference Guide

Reporting a Power Outage

- You can report an outage using one of the following methods:
 - By calling 1-888-544-4877
 - Online at www.firstenergycorp.com/outages
 - Using a smart phone. For further information, please click on the following link...
 - https://www.firstenergycorp.com/help/communication_tools.html

Tips for Managing Through a Power Outage

- <https://www.firstenergycorp.com/content/dam/customer/get-help/files/Tips%20for%20Power%20Outages.pdf>

Power Outage Frequently Asked Questions (FAQs)

- https://www.firstenergycorp.com/help/outages/what_to_do_if_youlosepower/answers_to_outagequestions.html

Storm Restoration Process

- To view a short video which describes FirstEnergy's Storm Response process, please click on the following link: https://www.youtube.com/watch?v=QBE6oLa_0wA&feature=plcp&context=C3dc67a5UDOEgsToPDskIWEazVnWLxAhctIRKPT5Su

Energy Efficiency Programs

- FirstEnergy offers programs and resources to help customers manage their energy use. To find out more, please click on the following link:
 - www.EnergySaveOhio.com

Power Systems Institute

- FirstEnergy is looking for a few good men (and women) to help us power Ohio's future growth.
- To find out more about FirstEnergy's Power Systems Institute Program, please click on the following link:
https://www.firstenergycorp.com/careers/student_opportunities/technical_schools/psi/calendar.html
- FirstEnergy's Power Systems Institute (PSI) Students Honor U.S. Military: <https://www.youtube.com/watch?v=ce5QkdfR0C0>