

Be prepared for a power outage:

- Program 1-888-LIGHTSS (888-544-4877) into your cell phone so that you can easily report a power outage should one occur.
- Make sure that your cell phone is registered with your West Penn Power account so that when you call in a power outage, your account information is automatically recognized. To register call 1-800-686-0021 or on-line at https://www.firstenergycorp.com/log_in.html.
- Bookmark West Penn Power's outage page on your smart phone at http://outages.firstenergycorp.com/pa_m.html so that outage updates are readily available.
- Follow West Penn Power on Twitter @W_Penn_Power.
- Be prepared to be without power for 7-10 days. Keep flashlights, extra batteries, battery powered radio, bottled water, non-perishable food, etc. readily available. If you have well water, fill your bathtub with water in advance of a storm. For additional information, go to <https://www.firstenergycorp.com/content/customer/help/outages.html>.

What to do if you lose power:

- If only your lights are out, check your circuit breakers/fuses. If your neighbors' lights are out, call 1-888-LIGHTSS (888-544-4877) and follow the recorded prompts. Note that West Penn Power does not know when your power is out. Call in your outage, even if a neighbor has called. Our computer systems use these calls to help to pinpoint the problem which could mean a faster restoration time. If the phone number that you are calling from is registered with your account, the phone system will associate the call with that address. Customers can request "call backs." The automated system will call the customer letting them know when we believe that the power is back on. This allows the customer to let us know if you are still without power.
- **Stay away from downed power lines and anything touching them!** If you see a wire down, call 1-888-LIGHTSS or 911.
- For updates on power outages, view West Penn Power's outage page on your smart phone at http://outages.firstenergycorp.com/pa_m.html or on the web at <http://outages.firstenergycorp.com/pa.html>. The map works really well on smart phones. In addition to the maps, you can get a tabular/summary report by County (touch the icon that looks like a piece of paper located on the upper right of the screen) which allows you to drill down to municipalities.
- Monitor Twitter updates @W_Penn_Power.
- ETRs (estimated time of restoration) may not be available early on in a storm. If the storm is wide spread, it could take a day to assess the damage.
- In a major storm, West Penn Power often makes 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. If our crews leave your area to make temporary repairs elsewhere, we will return to complete the work.
- In a major storm, the electrical system is often damaged in thousands of locations. More than one repair may be needed to restore your service. Once we believe your power is back on, West Penn Power may call you. This is your chance to let us know if you are still without power.
- Backup generators can provide an emergency power supply, enabling you to keep important equipment running during a power outage. But for your safety and the safety of our crews, please be sure to use a generator properly and safely. For additional information, go to https://www.firstenergycorp.com/content/customer/help/outages/what_to_do_if_youlosepower/using_backup_generators.html.
- **Again....this is worth repeating..... Encourage everyone to stay away from downed power lines and anything touching them! Thanks for your assistance.**