



### JCP&L INFORMATION

Customers who may be left without power after a storm are encouraged to call 1-888-LIGHTSS (1-888-544-4877) to report their outage or click the “Report Outage” link on [www.firstenergycorp.com](http://www.firstenergycorp.com).

Customers can also use two-way text messaging to report outages, request updates on restoration efforts, and make other inquiries about their electric accounts. You will need your account number to register by text message, or you can register your mobile phone by logging in to your account and [updating the text & email alerts page](#). Message and data rates may apply. Get started with this service by texting REG to 544487 (LIGHTS)

More information about these communications tools is available online at [www.jcp-l.com/connect](http://www.jcp-l.com/connect). Follow JCP&L on Twitter [@JCP\\_L](https://twitter.com/JCP_L), on Facebook at [www.facebook.com/JCPandL](http://www.facebook.com/JCPandL), or online at [www.jcp-l.com](http://www.jcp-l.com).

In the event of severe weather, customers should immediately report downed wires to their utility or their local police or fire department. Customers should never go near a downed power line, even if they think it is no longer carrying electricity. Extra caution should be used in areas where downed lines are tangled in trees or other debris. Motorists are cautioned to treat intersections with inoperable traffic signals as four-way stops.

### STORM PREPARATION

- Keep electronic devices such as cell phones, laptops and tablet computers fully charged to be ready for any emergencies.
- Keep a flashlight, portable radio and extra batteries handy in the event a power interruption occurs. Tune to a local station for current storm information.
- Never use a portable generator inside the house or a closed garage in the event of a power outage.
- Gather extra blankets or a sleeping bag for each person. Do not use gas stoves, kerosene heaters or other open-flame heat sources to prevent deadly carbon monoxide gas from building up in your home.
- Stock an emergency supply of convenience foods that do not require cooking.
- Mobile phones can be charged in your vehicle using a car charger when the power is out. If you have a smartphone, this will ensure you have access to online information sources.

**Comcast:** Customer Service: 1 800 COMCAST. Website: [www.comcast.net](http://www.comcast.net)

**Verizon:** Customer Service at 1-800 VERIZON Website: [www.Verizon.com](http://www.Verizon.com)

**Verizon FIOS:** (Internet) Customer Service at 1-855-875-8219 <http://fios.verizon.com/>

**PSEG:** Customer Service: 1-800-436-PSEG (7734) [www.pseg.com](http://www.pseg.com)