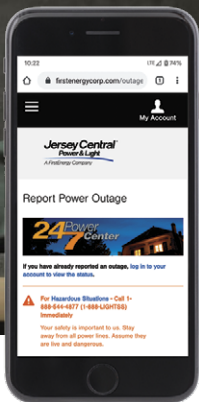# WE WON'T LEAVE YOU IN THE DARK DURING A POWER OUTAGE

At JCP&L, our top priority is to provide our customers with safe, reliable electricity. When an outage occurs, it's important to report it to us as soon as possible. Reporting your outage helps us pinpoint the damage and restore power safely and quickly.

Jersey Central®
Power & Light
A FirstEnergy Company

STAYING CONNECTED

We're committed to providing you with reliable service and communicating with you during an outage is an important part of that process. Please make sure your contact information is up to date so our system can automatically identify your account and provide you with service restoration information. You can update online at **firstenergycorp.com/login,** then click **"Manage Account"** or call us at **800-662-3115**.

HOW TO COMMUNICATE DURING AN OUTAGE

If an outage occurs, it is important that you notify us immediately. You can report an outage and obtain the status of your reported outage the following ways:

ONLINE AT firstenergycorp.com/reportoutage Submit your outage online and during this process you can sign up to receive text and/or email alerts on the status of your outage.

TEXT "OUT" USING YOUR MOBILE PHONE Sign up for this service by texting REG to **544487** (LIGHTSS), to register your account. Once you've registered and reported your outage, you can text STAT to receive updates. Go to **firstenergycorp.com/connect** for more information on how to receive text and email alerts.

CALL US AT 888-LIGHTSS (888-544-4877) Our outage hotline is available 24 hours a day, 7 days a week. Once you have reported the outage, you can request a callback when repairs are made or call this number to obtain a status update.

ADDITIONAL OUTAGE INFORMATION

You can easily access timely and accurate outage information online at jcp-l.com through:

- 24/7 Power Center (Online Outage Maps)
- Local News
- Social Media

facebook.com/JCPandL   X.com/JCP_L

For more information regarding power outages, including our restoration process and safety tips, visit **firstenergycorp.com/outages**