

# 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**<sup>®</sup>  
**Power & Light**  
A FirstEnergy Company

## HERE'S HOW TO COMMUNICATE WITH US DURING AN OUTAGE:

**CALL US** — Our outage hotline is available 24 hours a day, 7 days a week at 888-LIGHTSS (888-544-4877). Don't forget to register your phone number with us, including a mobile number or another you're likely to use during an outage. That way, our system can automatically identify your account for more efficient outage reporting. Our system also will provide you with service restoration information.

**TEXT US** — Use your mobile device to report an outage via text messaging. Interactive text messaging makes it easy to report a power outage and request status updates. Sign up for this service by texting REG to 544487 (LIGHTS). You will need your account number to register. Message and data rates may apply.

**VISIT US ONLINE** — You can register your account at [jcp-l.com](http://jcp-l.com) to report outages and view status updates from your computer or mobile device. In addition, you can access timely, accurate and easy-to-use outage information through our 24/7 Power Center outage maps, or connect with us on Facebook or Twitter.

 [facebook.com/JCPandL](https://facebook.com/JCPandL)

 [twitter.com/JCP\\_L](https://twitter.com/JCP_L)

We're committed to providing you with reliable service, and communicating with you during an outage is an important part of that process. If you need to update your contact information, please call 800-662-3115. Or, log in to [jcp-l.com](http://jcp-l.com), then click "**Manage My Account.**"

For more information regarding power outages, including our restoration process and safety tips, visit [firstenergycorp.com/outages-help](http://firstenergycorp.com/outages-help).

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