

A reminder to customers  
on electrically operated

# Life-Support Equipment

Customers on a medical or life-support system – for whom an interruption in electric service could be immediately life threatening – can contact us to join our Critical Customer Care Program.

Participating customers may receive special services when an outage occurs, and we'll work to restore electric service to these customers as soon as practicable. Please note that customers requiring electrically operated life-support equipment might need to obtain backup power sources, such as generators or batteries, or arrange for timely evacuation to another location. (We do not provide backup generators or batteries.)

For more information on our Critical Customer Care Program, please call a Customer Service Representative at your FirstEnergy electric utility company:

**Ohio Edison: 800-633-4766**

**The Illuminating Company: 800-589-3101**

**Toledo Edison: 800-447-3333**

Visit

**[firstenergycorp.com/storminfo](http://firstenergycorp.com/storminfo)**  
for outage-related tips.

For fast, easy reporting of power outages,  
call our automated system at

**888-LIGHTSS**

You also can report an outage and receive regular updates on its status with our alert notifications through emails and texts. Visit **[firstenergycorp.com/connect](http://firstenergycorp.com/connect)** for more information.

***FirstEnergy***<sup>®</sup>