FirstEnergy - 911 Non-Life-and-Limb Online and Fax Form

Changes will be live on October 3, 2017

Things that have not changed:
- Access online form: www.firstenergycorp.com/911.
- Password for online form.
- Call us immediately to report a life-threatening, hazardous incident. Do not use online or fax forms.
- Emergency Numbers for hazardous situations.
- Questions? Contact your local External Affairs Manager. https://www.firstenergycorp.com/community/local_contacts.html
- All required fields must be completed to submit the form. Optional fields are marked.

Changes you will see:
- Updated design and format.
- Questions display based on how questions are answered in the Incident Assessment section (see page 3).
- Addition of Review and Submit page to verify information.
- New confirmation page with reference number of incident and print button.
- New email confirmation and summary (if email is provided).
- Back-end process automated if exact premise is found.
- Session times out after 15 minutes of inactivity (refresh your page before entering information if session has been idle).
- Fax form updates – please replace your old fax copies.

911 Non-Life-and-Limb Incident Report
For Emergency Management Personnel Only

Online Form
We encourage you to use our online form to report 911 non-life-and-limb incidents. Enter the password below and click submit to get started.

Fax Form
To print hard copies of the fax form click here.

Password

Step 1
Form Overview

Step 1: Enter Password and click Submit

Step 2: Situation Assessment
- Select your state from the dropdown.
- Answer the first two questions. If either of these questions are answered Yes, message displays with emergency number for you to call because it’s a hazardous situation.
- If No for both answers, proceed to Reported By section.

Step 3: Reported By
- Date is populated with current date.
- Complete required fields (optional fields are marked).
- Include email if you want to receive an email confirmation.

Step 4: Location of Incident
- Complete the required fields (optional fields are marked).
- State is populated based on your selection from the dropdown above.
- ZIP Code is not required; however, it helps find an exact location.
Emergency Personnel

Form Overview Continued

Step 5: Incident Assessment (Updated)

- After answering the first question regarding emergency personnel, additional question will be displayed.
- Depending on how you answer the questions in this section, the next question will change (see examples 1 and 2).
- If you need to change one of your answers, click the Edit link to the right of that question. Note: this may change the questions that were previously presented.
- Answer the question regarding roadway blockage or closure. If you answer Yes, select the traffic volume impacted.
- A Tool Tip has been provided for further explanation for this question.

Step 6: Specific Directions/Comments

- Required field, provide details such as landmarks, directions, mile markers or any other details that would help identify the location and nature of the incident.
- Click Continue to proceed to the Review & Submit page.

Example 1

Incident Assessment

- Are emergency personnel en route or on site?
  - Yes
  - No

- Are FirstEnergy facilities blocking the roadway and causing a road closure?
  - Yes
  - No

Step 6 Example

Specific Directions/Comments

- Enter brief, relevant details not previously provided on the form.

Example 2

Roadway Question

- Are FirstEnergy facilities blocking the roadway and causing a road closure?
  - Yes
  - No

- What is the traffic volume at this location?
  - High (Interstate, Main Route)
  - Medium
  - Low (Rural)

Tool Tip Example

Select Yes only if the road closure is specifically being caused by FirstEnergy’s equipment (i.e. poles, wires).
Form Overview Continued

Step 7: Review & Submit (New)
- Check the information that has been entered.
- If you need to change any of the information, click the **Edit** button.
- To submit the incident, click the **Submit** button.

Step 8: Confirmation (New)
- Your information will be sent to our Contact Center.
- A **Reference Number** is included at the top of the form.
- Another incident can be reported by clicking the **Report Another Incident** button.

Step 9: Confirmation Email (New)
- If you have provided an email address, you will receive a confirmation email.

Notes:
- **Screenshots are for examples only.**
- **Form will timeout after 15 minutes of inactivity and information will not be saved.**