

# 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](http://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](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.



**Met-Ed**  
A FirstEnergy Company

## 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**

**SUBMIT PASSWORD**

**Step 1**

**PRINT**

Your information has been sent to our Contact Center.

Your reference number is 090337406324.  
A FirstEnergy representative may be in contact, if additional details are required.

### Reported By

Date: 09/22/2017

Agency Reporting Incident: Customer\_Service\_Forms@firstenergycorp.com

Contact Name/ID: Jody Havilla, Jody A.

Preferred Method of Contact: Confirmation - 911 Non-Life-and-Limb Reported

Agency Phone Number: 7248386781

Agency Email: jhavilla@firstenergycorp.com

Retention Policy: 30 days (3 year)

Reported By: Your report has been submitted.

Your reference number is 09132017011131.

### Location of Incident

Location: Address Number: 123

County: Address Street: Anywhere Street

Cross Street(s): City: Latrobe

Pole Number: State: Pennsylvania

Enter brief relevant details not previously provided on the form. ZIP Code: 15650

We are testing the 911 form. Manual or Automated? County: Westmoreland

### Incident Assessment

Are emergency personnel en route or on site? Cross Street(s): Cabin Hill

Is power off in the surrounding area? (Select No if unknown.) Pole Number: 23

Are FirstEnergy wires or poles on the ground? County: Westmoreland

Required information. Select all that apply: Wire Dug Up

Pole Damaged: Are FirstEnergy facilities blocking the roadway and causing a road closure? Yes - Low (Rural)

Low (Rural)

**REPORT ANOTHER INCIDENT**

## 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.

### Step 2

State Dropdown Selection

### Step 3

Current Date

### Step 4

## 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.

## Step 5

## 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

## 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)

## Step 6

## Specific Directions/Comments

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

CONTINUE

## Example 1

## Incident Assessment

Yes Are emergency personnel en route or on site? [Edit](#)Yes Is power off in the surrounding area? (Select No if unknown) [Edit](#)Yes Are FirstEnergy wires or poles on the ground? [Edit](#)

Required information. Select all that apply.

☐ Arcing/Burning☐ Pole Broken/Down☐ Wire Down - Unknown☐ Wire Down Pole to Pole☐ Wire Down to Structure☐ Wire Down/Burning☐ Wire Dug Up☐ Wire-Tree/Limb on Wire

## Example 2

## Incident Assessment

No Are emergency personnel en route or on site? [Edit](#)No Is power off in the surrounding area? (Select No if unknown) [Edit](#)No Is power partially off? [Edit](#)No Are FirstEnergy wires or poles on the ground? [Edit](#)

Required information. Select all that apply.

☐ Arcing/Burning☐ Low Drop☐ Pole Damaged☐ Transformer Leaking☐ Wire Dug Up☐ Wire Frayed☐ Wire-Tree/Limb on Wire☐ Other

Are FirstEnergy facilities blocking the roadway and causing a road closure? ⓘ

☐ Yes ☐ No

## Tool Tip Example

road closure? ⓘ

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

## Emergency Personnel

## Form Overview Continued

## Step 7: Review &amp; 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.**

## Step 7

## Review &amp; Submit

Please verify that the information you've entered is correct. If you need to make a change, select the Edit button.

## Reported By

Date	09/19/2017
Agency Reporting Incident	TEST Smith Agency
Contact Name/ID	TEST John Smith
Preferred Method of Contact	Phone
Agency Phone Number	7245320309
Agency Email	jhavril@firstenergycorp.com
Agency Fax Number	7245320310

## Location of Incident

Location	707 South Shenandoah Drive Latrobe, Pennsylvania 15650
County	Westmoreland
Cross Street(s)	TESTING Street
Pole Number	100
GPS Coordinates (Optional)	Latitude: 999999999° Longitude: 333333333°

Enter brief relevant details not previously provided on the form.

TESTING FORM - There has been an incident that at Anywhere Street.

## Incident Assessment

Yes	Are emergency personnel en route or on site?
No	Is power off in the surrounding area?
Yes	Is power partially off?
Yes	Are FirstEnergy wires or poles on the ground?
Required information. Select all that apply.	
Wire Down Pole to Pole	

Are FirstEnergy facilities blocking the roadway and causing a road closure? Yes - - Medium

[EDIT](#)[SUBMIT](#)Confirmation  
Page

Reference Number

Your information has been sent to our Contact Center.

Your reference number is 000337403161.

A FirstEnergy representative may be in contact, if additional details are required.

## Step 8

Your information has been sent to our Contact Center.

Your reference number is 000337406324.

A FirstEnergy representative may be in contact, if additional details are required.

## Reported By

Date	09/22/2017
Agency Reporting Incident	TEST - Havrilla
Contact Name/ID	TEST - Jody
Preferred Method of Contact	Email
Agency Phone Number	7248386761
Agency Email	jhavril@firstenergycorp.com

## Location of Incident

Location	131 College Lane Latrobe, Pennsylvania 15650
County	Westmoreland
Cross Street(s)	Any street
Pole Number	456

Enter brief relevant details not previously provided on the form.

We are testing the 911 form. Manual or Automated?

## Incident Assessment

Yes	Are emergency personnel en route or on site?
No	Is power off in the surrounding area? (Select No if unknown.)
No	Is power partially off?
Yes	Are FirstEnergy wires or poles on the ground?
Required information. Select all that apply.	
Pole Damaged	
Yes	Are FirstEnergy facilities blocking the roadway and causing a road closure?
Low (Rural)	

[REPORT ANOTHER INCIDENT](#)