

WHEN THE LIGHTS GO OUT

Our Work Begins Before the Storm

Our work begins well before the storm starts as we track incoming weather to keep a close eye on parts of our service territory that may be affected. After a storm hits, we assess the damage and determine staffing needs—sometimes coordinating crews from other parts of AEP or other utilities to help with restoration efforts. **When major storms damage power lines, we work to return power to the greatest number of customers as quickly, safely and efficiently as possible.** We work hard to keep you in the know when it comes to restoration times.

How We Respond to Outages

- Focus on hazards first, such as fallen power lines
- Restore power to emergency facilities, including hospitals, fire and police stations
- Work on main lines that service the largest number of customers
- Work on secondary lines that serve smaller clusters of homes
- Repair lines that feed power to individual homes

Outage Safety Checklist

Keep you and your loved ones safe during a power outage:

- Stay away from all downed lines or sparking equipment, and keep children and pets away from fallen lines and anything the lines may touch.
- Never remove debris within 10 feet of a power line.
- Unplug major appliances to protect them when power comes back on.
- Leave a light turned on so you know when power is restored.
- Refuel heaters, lamps and generators outside, and stay away from any flames or sparks. Wipe up fuel spills immediately.
- Let us know if you're using a generator – this protects you and our line workers as they work to restore power.
- If you use a portable generator during power outages, make sure it is properly installed. It should be installed by a qualified electrician who will ensure that it meets national, state and local electrical codes.
- Never operate lanterns, heaters or fuel-fired stoves without proper ventilation.
- Never burn charcoal indoors — it releases poisonous carbon monoxide.

Get Outage Info



STAY CONNECTED

Download the AEP Ohio mobile app to receive important outage information and updates.




OUTAGE MAP


Get detailed outage and restoration info with our new Outage Map at AEPOhio.com/OutageMap.



SOCIAL MEDIA

Follow AEP Ohio on **Facebook** and **Twitter** to get timely updates.

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REPORT OUTAGES

Outages can be reported at AEPOhio.com or by calling 1-800-672-2231.



Prepare an Emergency Kit

Prepare for outages by assembling an emergency kit with the following items:

- Flashlights and fresh batteries
- Battery-powered radios or televisions
- Drinking/cooking water
- Portable heater (oil or gas)
- Camping equipment such as sleeping bags, camp stoves and lanterns
- Canned goods and a manual can opener



Stay Away, Stay Safe

Any downed wires should be treated as live and dangerous because they carry an electric current that can cause serious or even fatal injuries. If you encounter a fallen wire, keep yourself and others away, and call 911 and AEP Ohio immediately.