

What To Do If The Lights Go Out

Reporting An Outage

- If your lights go out, contact your local utility to report an outage. The best way to do this is to call the automated reporting line at 1-888-544-4877 (1-888-LIGHTSS) for MET-ED/GPU/FIRST ENERGY or 1-800 DIAL PPL (1-800-342-5775) for PPL.
- Report downed wires immediately to us or your local police or fire department. Never go near a downed power line, even if you think it's no longer carrying electricity. It may still be energized, and the consequences of being wrong could be serious injury or worse.
- Don't try to remove trees or tree limbs from power lines. Wait for our crews to arrive.

Safety Tips During Outages

- Keep flashlights with fresh batteries in your home. Avoid using candles to light your home, especially around children and pets.
- Never use a gas stove or lantern that is intended for outdoor use inside your home.
- Make sure you have fresh batteries in a portable radio so you can stay tuned to your local radio station for updates on our progress to restore power.

Other Tips During Outages

- Avoid opening the refrigerator or freezer. A full freezer can keep food frozen for up to three days if it's kept closed. It's harder to keep food cold in the refrigerator, especially in warm weather. Don't take chances. Throw out anything that looks like it might be spoiled.
- Disconnect major appliances until after the power has been restored. This includes appliances that run automatically, such as heating systems and water heaters, and those that may have been running when the power went off, such as ovens, ranges and clothes dryers. By disconnecting these appliances, you avoid damage that could occur during efforts to restore service. Keep one light connected so you will know when the power is back on.

A Word About Generators

- Emergency power generators offer an option for customers needing or wanting uninterrupted service. However, to ensure the safety of the home's occupants as well as that of utility company employees who may be working on power lines in the area, the proper generator should be selected and installed by a qualified electrician. And, when operating a generator, always disconnect the power coming into your home. Otherwise, power from your generator could be sent back onto the utility company lines, creating a hazardous situation for utility workers.

Source: [First Energy](#)