

## Communication Tools for Utility Customers

*Power in the palm of your hand*

Communication tools from Ohio Edison provide customers with simple and convenient ways to get the most current information related to their electric service, using the mediums they prefer.

### Alerts offer important notifications related to power outages or bills

Customers can sign up to receive automated emails or text messages to stay informed on topics including:

- Restoration updates in the event of an extended power outage
- Notifications of expected power interruptions for scheduled service reliability work
- Severe weather alerts in advance of storms
- Billing reminders, including new bill available, payment due, payment posted or no payment received
- Reminders of scheduled meter reading date

### Get personalized account information with text messaging

Using a series of short codes, customers can send a text message to 544487 (LIGHTS) to report a power outage, request a status update on a reported outage, or make billing inquiries from a mobile phone.

Short codes and frequently asked questions are available at [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect).

### Website offers on-the-go access to account services

With our mobile-optimized website, customers can manage their electric accounts on the go. Features include:

- Easy outage reporting and access to our 24/7 Power Center outage maps
- Secure management of a customer's electric account
- A click-to-call feature to reach our contact center

Just visit [www.ohioedison.com](http://www.ohioedison.com) to get started.

### 24/7 Power Center provides the most current outage information

Our 24/7 Power Center outage map, available at [www.firstenergycorp.com/outages](http://www.firstenergycorp.com/outages), displays individual outage locations with best-available estimated restoration times, the possible cause of the service disruption and crew status.

In addition, customers can receive a status update on a reported outage by logging into their accounts on our website. Information about other outage activity in the customer's area also will be displayed.

### Connect with Ohio Edison on social media

Stay connected with Ohio Edison on Facebook, Twitter, Flickr, YouTube and LinkedIn.



Visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect) for more information and to enroll in alerts or text messaging.