



REPORT AN OUTAGE:
Text OUT to 544487
Online at www.firstenergycorp.com/outages
Call 1-888-LIGHTSS (888-544-4877)



First Energy may not know you are without power. Customers should always let them know if they are experiencing an outage, even if a neighbor has already reported it.

Report your outage and stay informed throughout the restoration process using the method you prefer:

Report your outage [online](#). You can log into your [online account](#) to view the status of a reported outage, or view our [outage map](#).

- Text **OUT** to 544487 (LIGHTS) to report an outage via text message. Text **STAT** to 544487 to receive an update for your reported outage. If you're not enrolled in text messaging, text **REG** to 544487 to get started.
- To report an outage via phone, call 1-888-LIGHTSS (1-888-544-4877).

Customers with a communication disability can report an outage using the appropriate [TTY/TDD relay service](#), [our online form](#) or [text messaging](#).