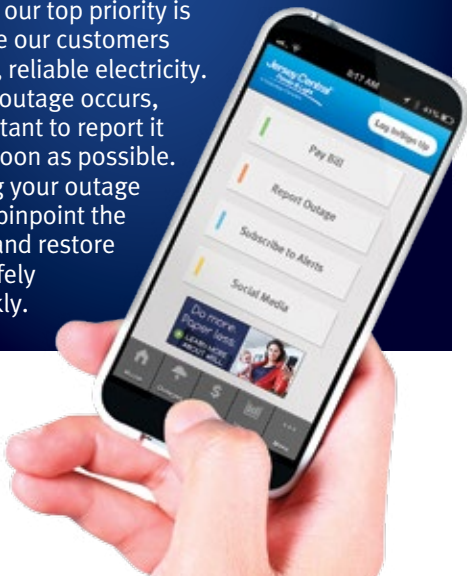


How to Reach Us When You Experience a

POWER OUTAGE

At JCP&L, our top priority is to provide our customers with safe, reliable electricity. When an outage occurs, it's important to report it to us as soon as possible. Reporting your outage helps us pinpoint the damage and restore power safely and quickly.



Jersey Central[®]
Power & Light

A FirstEnergy Company

HERE'S HOW TO COMMUNICATE WITH US DURING AN OUTAGE:

Call us — Our outage hotline is available 24 hours a day, 7 days a week at 1-888-LIGHTSS (1-888-544-4877). If we have your phone number on record, our automated system will automatically identify your account for more efficient outage reporting. Please also consider adding an alternate number, such as a mobile phone, which you might be more likely to use during an outage. Our system also will provide you with service restoration information.

Text us — Register your mobile device with us and report an outage via text messaging. Interactive text messaging makes it easy to report a power outage and request status updates. You can sign up for this service by texting REG to 544487 (LIGHTS). You will need your account number to register. Message and data rates may apply.

Visit us online — Registering online is another great way to access outage information through your mobile device. You can receive a status update on your reported outage and other outages in the area by simply logging into your account at www.jcp-l.com. You also can view timely, accurate, and easy-to-use outage information through our 24/7 Power Center outage maps, or connect with us on Facebook or Twitter.



www.facebook.com/JCPandL



www.twitter.com/JCP_L

We're committed to providing you with reliable service, and communicating with you during an outage is an important part of that process. If you need to update your contact information, please call 1-800-662-3115. Or, if you're registered on our website, click on "Manage My Account" and then "Update Contact Information."

For more information
regarding power outages,
including our restoration
process and safety tips, visit
[www.firstenergycorp.com/
outages-help](http://www.firstenergycorp.com/outages-help).

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