



Met-Ed • Penelec • Penn Power • West Penn Power

## Storm Response

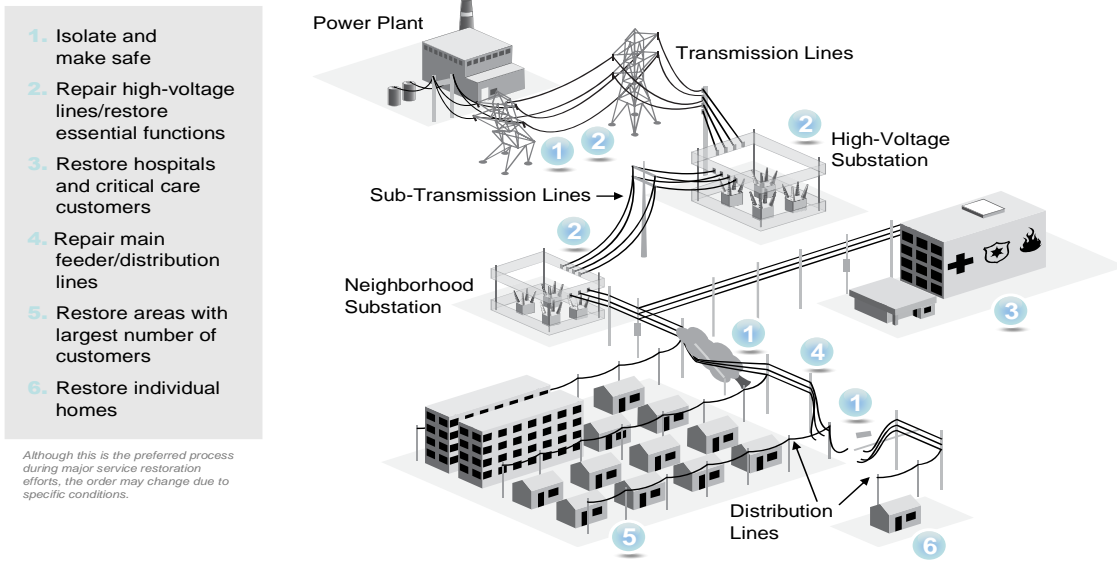
### Service Restoration Process

While we are always looking to improve, FirstEnergy's Pennsylvania distribution companies'\* (FE) storm process is time-tested and is designed to restore power safely and efficiently for customers. Our storm process is reviewed and approved by the Pennsylvania Public Utility Commission (PA PUC). Crews initially focus on responding to hazardous situations and high-priority damage locations, including the transmission and substation facilities. In some areas, line workers rebuild the electric system, pole by pole.

*\*FirstEnergy's Pennsylvania distribution companies include Met-Ed, Penelec, Penn Power and West Penn Power.*

### Q: How does FE prepare for weather events and/or widespread outages?

- FE conducts thorough evaluations of past storm performance to determine best practices and lessons learned.
- All FE employees are cross trained so that all are prepared to perform important functions during a storm. For example, meter readers don't read meters when there is a significant weather event; instead, they are in the field as hazard responders and public safety protectors.
- We conduct annual system-wide storm drills.
- FirstEnergy has its own meteorologists to keep operations apprised of dangerous weather patterns.
- When a storm is imminent, our management team is working days ahead of the storm to make sure we have the resources needed to cope with the aftermath of a major storm:
  - Notify employees to be prepared for extended shifts.
  - Planning for storm support to move in either from other parts of the local distribution company, other parts of FirstEnergy or from other parts of the country – depending on the size of the response needed.
  - Ensure we have the materials on hand.
  - Arrange for staging sites to accommodate out-of-town crews.
  - Communicate regularly with local, state and federal officials including emergency management agencies.



**Q: How does FE organize service restoration efforts when there are widespread outages?**

- FE storm process is time-tested and is designed to restore power safely and efficiently for customers. Our storm process is reviewed and approved by the PA PUC.
- Crews initially focus on responding to hazardous situations and high-priority damage locations, including the transmission and substation facilities.
- Damage assessors respond to reports of damage to electric infrastructure. If they find a hazardous condition, FE personnel remain in the area until it is made safe.
- Crews focus on repairs to high-voltage transmission and subtransmission equipment, lines and substations first. Without a working transmission system, FE distribution system has no power to deliver to homes and businesses.
- Next, priority is given to hospitals and critical health care facilities, police and fire departments as well as 911 facilities,
- Then, crews focus on repairing outages that restore the largest number of customers as quickly as possible, followed by restoration to individual customers.
- If our community is facing a major event – like Hurricane Sandy – we will place a FE representative in the County’s 911 center to facilitate communications and better coordinate our response.

**Q: What should the public do during times of widespread outages?**

- First, don't wait until there is an emergency or a disaster.
- If your household has a critical dependence on electricity – perhaps someone uses a medical device that requires electricity or maybe, you rely on a well for water – then have a Plan B. Get a battery backup or possibly a generator. You may need to have a safe place you can relocate to during lengthy outages or ... simply fill your bathtub with water.
- Additionally, the American Red Cross has great tips on their website on how to make sure your family is prepared to cope with all kinds of emergencies.
- And last, if your home is out of power during a major event, we encourage everyone to report it to your local electric utility.

**Q: How can customers report outages? Or find out about outages?**

- By phone: 1-888-544-4877.
- If you are an FE customer, logon to the FirstEnergy website and check out our advanced customer communication tools.
  - Our 24/7 Power Center displays outage maps, individual outage locations with best-available estimated restoration times, the possible cause of the service disruption and crew status.
  - West Penn customers can sign up for automated alerts related to outages or billing. Or two-way text messaging to report a power outage, request a status update on a reported outage, or make billing inquiries from a mobile phone.