



## SEVERE WINTER STORM RESOURCE LIST



**Public Utilities  
Commission**

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This resource list was created by the Ohio Emergency Management Agency (EMA) in partnership with the Public Utilities Commission of Ohio (PUCO), and provides preparation, contact, safety, and response information relative to severe winter storms; specific to heavy snow impacts, high winds, freezing rain, ice accumulation, downed trees, and power outages; for state, local, federal, and tribal emergency managers; those in public security, public health, and public safety agencies; first responders; public works; business partners; non-governmental organizations; and Ohio's citizenry.

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### **Public Utilities Commission of Ohio – <http://www.puco.ohio.gov/puco/index.cfm>**

- Consumer Call Center – 1.800.686.7826 – 614.466.3292 (Columbus area)
- Outage Coordinator/Service Monitoring & Enforcement – 614.995.7098 or 614.466.0120 or 614.995.7097
- Electric Service Areas in Ohio Map – [http://www.puc.state.oh.us/pucogis/STATEMAP/Elecserve2010\\_A.pdf](http://www.puc.state.oh.us/pucogis/STATEMAP/Elecserve2010_A.pdf)
- Find Your Utilities by Address – [http://www.puc.state.oh.us/pucogis/ags\\_maps/abutility2.cfm](http://www.puc.state.oh.us/pucogis/ags_maps/abutility2.cfm)
- Electric Safety – <http://www.puco.ohio.gov/puco/index.cfm/consumer-information/consumer-topics/electric-safety/>
- Ohio County Electric Service Area Maps – [http://www.puco.ohio.gov/PUCOGIS/ags\\_maps/elec\\_cache.cfm](http://www.puco.ohio.gov/PUCOGIS/ags_maps/elec_cache.cfm)
- Electric Service Area Maps by County – <http://www.puco.ohio.gov/puco/index.cfm/utility-maps/county-electric-service-area-maps/>
- Electric Power Outages – A PUCO Guide to Being Prepared  
<http://www.puco.ohio.gov/puco/index.cfm/consumer-information/consumer-topics/electric-power-outages-a-puco-guide-to-being-prepared/>

### **Ohio Administrative Code – Chapter 4901:1-10 Electric Companies**

- <http://codes.ohio.gov/oac/4901%3A1-10>

### **Office of the Ohio Consumers' Counsel – Tree Trimming Q & A/Utility Contact Listing**

- <http://www.pickocc.org/electric/tree-trimming.shtml>

### **Ohio Utilities Protection Service – <http://www.oups.org>**

- Call Before You Dig – 8.1.1 or 1.800.362.2764

### **American Electric Power – <https://www.aepohio.com/>**

- Customer Service – Columbus Southern Power – 1.800.277.2177
- Customer Service – Ohio Power – 1.800.672.2231
- Report Safety Hazards – 24 Hour Customer Solutions Center – 1.200.672.2231

<https://www.aepohio.com/contact>

- Safety for Emergency Responders – <https://www.aepohio.com/safety/ForEmergencyResponders.aspx>
- Outage FAQ's – <https://www.aepohio.com/outages/faq/>
- View Outage Map – <https://www.aepohio.com/outages/>
- What to Do When the Lights Go Out? – <https://www.aepohio.com/global/utilities/lib/docs/info/facts/AEPOhio-Whattodowhenlightsgoout.pdf>
- Outage Safety Tips – <https://www.aepohio.com/outages/faq/OutageSafetyTips.aspx>
- Emergency Outage Kit – <https://www.aepohio.com/outages/faq/EmergencyOutageKit.aspx>
- Damage to Home/Business – <https://www.aepohio.com/outages/faq/DamageToYourHomeOrBusiness.aspx>

**Dayton Power & Light – <http://www.dpandl.com/>**

- Customer Service – 937.331.3900 or 1.800.433.8500
- Report an Outage – 1.877.468.8243 – <http://www.dpandl.com/customer-service/outage-center/report-an-outage/>
- View Outage Map – <http://www.dpandl.com/customer-service/outage-center/outage-map/>
- Before, During, and After an Outage – <http://www.dpandl.com/education/outage-tips/before-during-and-after-an-outage/>
- Prepare a Storm Kit – <http://www.dpandl.com/education/outage-tips/prepare-a-storm-kit/>
- Safety Tips – <http://www.dpandl.com/education/safety-tips/>
- Tree Trimming – 1.888-582-3213 – <http://www.dpandl.com/customer-service/dpl-policies/tree-trimming/>
- Landscaping 101 – <http://www.dpa1/24/2012 3:51 PMndl.com/education/landscaping-information/landscaping-101/>

**Duke Energy – <http://www.duke-energy.com/ohio.asp>**

- Customer Service – 513.421.9500 or 1.800.544.6900
- Fallen Power Line/Safety Hazards/Report Outages – 1.800.543.5599 – Select Option 2
- View Current Outages – <http://www.duke-energy.com/ohio/outages/current.asp>
- First Responder Safety – <http://www.dukesafety.com/firstresponders/>
- If the Power Goes Out – <http://www.duke-energy.com/ohio/outages/power-out.asp>
- Storm Tips – <http://www.duke-energy.com/ohio/outages/storm-tips.asp>
- Generators – <http://www.duke-energy.com/ohio/outages/generators.asp>
- Report a Tree Problem – <https://www.duke-energy.com/ohio/outages/tree-trimming.asp>
- Request Tree Trimming – <https://www.duke-energy.com/ohio/service/tree-trimming.asp>

**First Energy – <https://www.firstenergycorp.com/fehome.html>**

- Customer Service – 1.800.589.3101 (CEI) – 1.800.633.4766 (OE) – 1.800.447.3333 (TE)
- Report Outages – 1.888.544.4877
- Current System Outage Map – [https://www.firstenergycorp.com/outages/outages.do?state\\_code=OH](https://www.firstenergycorp.com/outages/outages.do?state_code=OH)
- What to Do If You Lose Power  
[https://www.firstenergycorp.com/help/outages/what\\_to\\_do\\_if\\_youlosepower.html](https://www.firstenergycorp.com/help/outages/what_to_do_if_youlosepower.html)
- Downed Power Lines – [https://www.firstenergycorp.com/help/outages/downed\\_power\\_lines.html](https://www.firstenergycorp.com/help/outages/downed_power_lines.html)
- Be Prepared for an Outage – [https://www.firstenergycorp.com/help/outages/be\\_prepared\\_for\\_anoutage.html](https://www.firstenergycorp.com/help/outages/be_prepared_for_anoutage.html)
- Winter Storms  
[https://www.firstenergycorp.com/help/outages/be\\_prepared\\_for\\_anoutage/winter\\_storms.html](https://www.firstenergycorp.com/help/outages/be_prepared_for_anoutage/winter_storms.html)
- Safety – <https://www.firstenergycorp.com/help/safety.html>

**South Central Power Company – <http://www.southcentralpower.com/default.aspx>**

- Phone Contacts – 1.800.282.5064 or 740.653.4422
- Report Outages – 1.877.688.2437 – 24 Hours
- View Outage Map – [http://www.southcentralpower.com/ow/ow\\_map.aspx](http://www.southcentralpower.com/ow/ow_map.aspx)
- View Outage Map Summary – [http://www.southcentralpower.com/ow/ow\\_map.aspx?county=0](http://www.southcentralpower.com/ow/ow_map.aspx?county=0)
- Be Prepared for Unforeseen Power Outages  
<http://www.southcentralpower.com/brochures/OutagePreparedness.pdf>
- County EMA's & Red Cross Chapters – <http://www.southcentralpower.com/brochures/Shelters.pdf>
- Generator Tips – <http://www.southcentralpower.com/brochures/GeneratorTips.pdf>

**Resolve to Be Ready in 2012 – Preparedness Resources**

- Federal Emergency Management Agency – Ready.gov – Winter Storms & Extreme Cold  
<http://www.ready.gov/winter>
- ReadyOhio – Are You Ready for a Power Outage?  
<http://publicsafety.ohio.gov/NPM/ReadyForPowerOutage.stm>
- ReadyOhio – Are You Ready for a Winter Storm?  
<http://publicsafety.ohio.gov/NPM/ReadyForWinterStorms.stm>
- Ohio Committee for Severe Weather Awareness – Winter Weather Safety  
<http://www.weathersafety.ohio.gov/>
- National Weather Service – Winter Weather Safety & Awareness  
<http://www.nws.noaa.gov/om/winter/>
- National Weather Service – Wind Chill Chart  
<http://www.nws.noaa.gov/om/windchill/index.shtml>

- Centers for Disease Control & Prevention – Emergency Preparedness & Response – Power Outages  
<http://www.bt.cdc.gov/disasters/poweroutage/>
- Centers for Disease Control & Prevention – Emergency Preparedness & Response – Winter Weather  
<http://emergency.cdc.gov/disasters/winter/>
- Weather Underground – Winter Storm Preparedness  
<http://www.wunderground.com/resources/climate/winterweather.asp>
- American Red Cross – Power Outage Safety & Preparedness Checklist  
[https://www.nyredcross.org/?nd=power\\_outage\\_checklist](https://www.nyredcross.org/?nd=power_outage_checklist)
- American Red Cross – Winter Storm Safety & Preparedness Checklist  
[https://www.nyredcross.org/?nd=winter\\_storm\\_safety\\_guide](https://www.nyredcross.org/?nd=winter_storm_safety_guide)
- Occupational Safety & Health Administration – Winter Storms Safety and Health Guide  
<https://www.osha.gov/SLTC/emergencypreparedness/guides/winterstorms.html>
- Electrical Safety Foundation International – Public Safety  
<http://esfi.org/index.cfm/page/Downed-Power-ines/pid/11124>