



## Severe Winter Storm Resource List

This resource list was created by the Ohio Emergency Management Agency (Ohio EMA), in partnership with the Public Utilities Commission of Ohio (PUCO). This list provides contact, preparedness, safety and response information relative to severe winter storms. The information should be instrumental to state and local emergency managers; personnel in public security, public health and public safety agencies; business owners; and the general public.

### [Public Utilities Commission of Ohio](#)

- [Electric Consumer Information](#)
- [Electric Safety](#)
- [PUCO Utility Maps](#)
- [Find Utility Information by Street Address](#)
- [Electric Power Outages: A PUCO Guide to Being Prepared](#)
- Outage Coordinator/Service Monitoring and Enforcement  
614-995-7098  
614-466-0120  
614-995-7097

### [American Electric Power](#)

Columbus Southern Power, Customer Service: 800-227-2177  
Ohio Power, Customer Service: 800-672-2231  
24-Hour customer Solutions Center: 800-672-2231

- [Safety Resources](#)
- [Outages & Problems](#)
  - [Report an Outage](#) (online)
  - [Outage FAQs](#)
  - [Emergency Outage Kit](#)
  - [Outage Safety Tips](#)
  - [Damage to Home or Business](#)

## **Dayton Power & Light**

Customer Service – Business: 800-253-5801  
Customer Service – Residential: 800-433-8500  
Customer Service – TTY-TTD: 800-750-0750  
Report an Outage: 877-468-8243

- [View Outage Map](#)
- [Before, During & After an Outage](#)
- [Prepare a Storm Kit](#)
- [Electric Safety](#)
- [Pet Safety](#)

## **Duke Energy**

Customer Service  
Report a Gas Problem: 800-634-4300  
Report an Electric Problem: 800-543-5599

- [Outage & Storm Information](#)
- [View Ohio Outage Map](#)
- [Special Assistance](#)
- [Safety & Emergency Preparedness](#)
- [In Spanish \(En Español\)](#)

## **FirstEnergy**

Customer Service (Ohio)  
Ohio Edison: 800-633-4766  
The Illuminating Company: 800-589-3101  
Toledo Edison: 800-447-3333

- [Report Power Outage](#)  
For Hazardous Situations, call: 888-544-4877
- [View Current Outages](#) (maps)
- [If You Lose Power](#)
- [Outage Assistance](#)
- [Storm Information](#)

## [South Central Power Company](#)

### Customer Service

Local: 740-653-4422

Toll-Free: 800-282-5064

Report Outages: 877-688-2437

- [Report an Outage](#)
- [Electrical Safety](#)

### **Additional Resources**

- [Ohio Administrative Code – Chapter 4901:1-10, Electric Companies](#)
- [Office of the Ohio Consumers' Counsel – Utility Assistance](#)
- [Ohio Utilities Protection Service](#) *“Contact Ohio811 before you dig. It's the Law.”*
- [Centers for Disease Control & Prevention – Power Outages](#)
- [Centers for Disease Control & Prevention – Winter Weather: Extreme Cold Prevention Guide](#)
- [American Red Cross – Power Outage Safety](#)
  - [ARC Power Outage Checklist](#)
- [American Red Cross – Winter Storm Safety](#)
  - [ARC Winter Storm Safety Checklist](#)
- [Weather Underground – Winter Weather Preparedness](#)
- [Ohio Committee for Severe Weather Safety](#)