



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](#) *“Click, Call or Tap before You Dig”*
- [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](#)