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## 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](#)

- [Residential Consumers](#)
- [Utility Assistance Programs](#)
- [PUCO Utility Maps](#)
- [Electric Power Outages: A PUCO Guide to Being Prepared](#)

### [American Electric Power \(AEP\)](#)

Customer Service: 800-672-2231

- [Safety Resources](#)
- [Outages & Restoring Power](#)
  - [Report an Outage](#)
  - [Outage FAQs](#)

## **Applied Energy Services (AES Ohio)** (formerly Dayton Power & Light)

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

- [Power Outages](#)
- [Outage FAQs](#)

## **Duke Energy**

### **Customer Service - Ohio**

Home/Residential (7 am – 7 pm): 800-544-6900  
Business (7 am – 6 pm): 800-774-1202  
TTY – TDD dial: 711

- [Electrical Safety](#)
- [Natural Gas Safety](#)
- [Nuclear Preparedness](#)
- [Duke Energy website – In Spanish](#)

## **Energy Harbor** (formerly FirstEnergy)

### **Customer Service**

Businesses: 888-254-4769  
Residential: 877-855-2424  
Email: [firstchoice@energyharbor.com](mailto:firstchoice@energyharbor.com)

## **South Central Power Company**

### **Customer Service**

800-282-5064  
Report Outages: 800-282-5064

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