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
- 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