A Beacon in the Storm

At JCP&L, our top priority is to provide our customers with safe, reliable electricity. When an outage occurs, it's important to report it to us as soon as possible to help us pinpoint the damage and restore power safely and quickly.

Here's how to reach us:

Call – Our outage hotline is available 24 hours a day, 7 days a week at 1-888-LIGHTSS (1-888-544-4877). If we have your phone number on record, our automated system will instantly identify your account for more efficient outage reporting. Please also consider adding an alternate number, such as a mobile phone, which you might be more likely to use during an outage.

Text us – Register your mobile number with us and report an outage via text messaging. Interactive text messaging makes it easy to report a power outage and request status updates. You can start using this service by texting REG to 544487 (LIGHTS). You will need your account number to register. Message and data rates may apply.

Visit us online – Our website is another great way to report an outage and access outage information through your mobile device. By registering online, you can receive a status update on your reported outage by simply logging into your account at www.jcp-l.com. You also can view timely, accurate, and easy-to-use outage information through our 24/7 Power Center outage maps, or connect with us on Facebook or Twitter.

www.facebook.com/JCPandL

www.twitter.com/JCP_L

We're committed to providing you with reliable service, and communicating with you during an outage is an important part of that process. If you need to update your contact information, please call 1-800-662-3115. Or, if you're registered on our website, click on "Manage My Account" and then "Update Contact Information."