



# Powering Back Up After the Storm

Strong storms can cause widespread damage and power outages. While our crews work hard to make sure your outage is as brief as possible, some things are out of our control. If storms have damaged your home's electrical system, here's what you need to know before we can restore your power.

## Step 1: Understand Responsibility

- Homeowners are responsible for electrical equipment attached to the house. If any equipment is damaged, please contact a licensed electrician. We are not authorized to repair privately-owned equipment.
- AEP Ohio is responsible for wires, service lines and facilities that deliver electricity to your house and meters that measure electricity use.

## Step 2: Schedule Repairs

- In the event that customer-owned equipment is damaged or pulled loose from the house, the homeowner is responsible for working with a licensed electrician to schedule repairs.
- Do not hire an unlicensed electrician or attempt to fix the damage yourself. If you don't have an existing relationship with a qualified electrician, AEP Ohio partners with HomeServe to make this process simple. You can call HomeServe at 833-642-5914 to schedule an appointment with a licensed contractor.

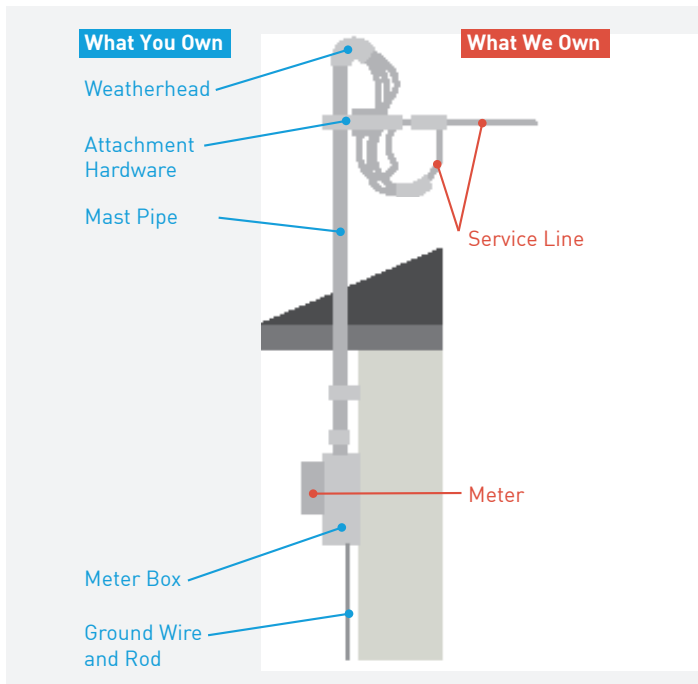
## Step 3: Inspections + Restoration

- Once the electrician's service is complete and you've passed all inspections as required, contact AEP Ohio at 1-800-672-2231. We'll work with you to restore power once all repairs are completed to code.
- Check with local officials and your electrician to ensure you have the most up-to-date inspection requirements.

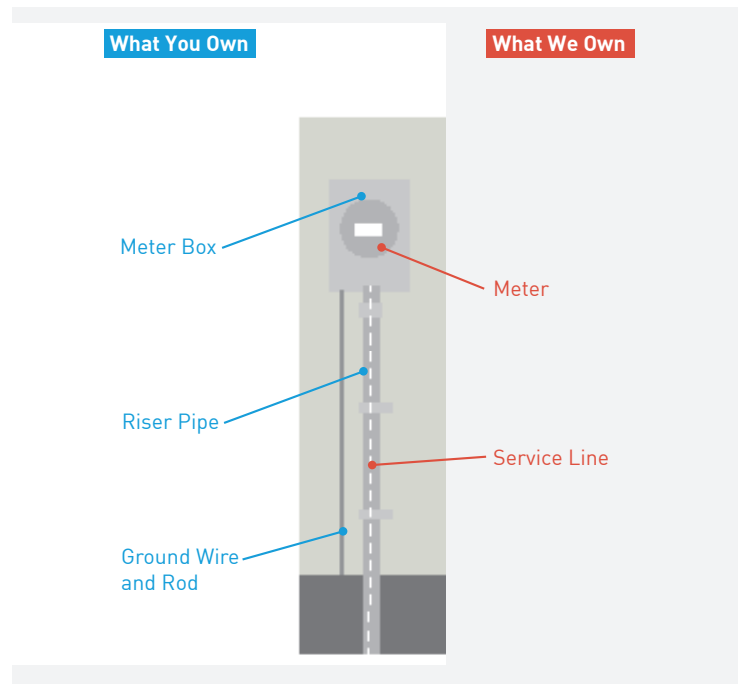
## IT TAKES A TEAM. LET'S WORK TOGETHER.

As a homeowner, some of the repairs to your electrical system are your responsibility. For your safety, AEP Ohio cannot restore power to damaged equipment.

### Above-Ground Service



### Underground Service



**SAFETY ALERT**

**Avoid any contact with damaged weatherheads, lines or meter boxes. You should assume they are still energized until a licensed electrician makes an assessment.**

**QUESTIONS?** Contact our Customer Solutions Center at 1-800-672-2231 for more information.