

Jersey Central Power & Light provides customers with various options for reporting outages and receiving updates including text messaging and email notifications. This information can be found at: https://www.firstenergycorp.com/help/communication_tools.html

These tools include:

Communication Tools



Our mobile tools put power in the palm of your hand.

Our new communication tools provide a simple and convenient way to get the most current information related to your electric service.

Learn how to:

- [Receive alert notifications via email or text message](#)
- [Contact us via text messaging](#)
- [Visit us when you're on the go with our responsive website](#)
- [View our 24/7 Power Center outage maps](#)
- [Get personal outage information by logging into our website](#)
- [Report a power outage on Facebook](#)

Receive Alert Notifications Via Email or Text Message

The alert service allows customers to sign up for automated email or text messages on topics including:

- Restoration updates when you have reported an outage
- Notifications of scheduled power outages
- Severe weather alerts in advance of storms
- Billing reminders, including alerts when a new bill is available, a payment is due, a payment has been posted, or no payment has been received
- Reminders to submit a meter reading

You will need to sign in to your online account, or [set up an online account](#) if you don't already have one. Message and data rates may apply.