

Sandy Repairs, Demolitions and Home Elevations

We understand the hardships still being experienced by customers whose homes and belongings were damaged by Hurricane Sandy. JCP&L remains committed to working with federal, state and local agencies in a coordinated effort to rebuild and restore your service. *

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To make arrangements to have your electric service restored, removed or disconnected, please contact JCP&L at *800-662-3115*. A JCP&L customer service representative will create and provide you with a *notification

number* to easily identify and track your specific work request. *The fees normally assessed for disconnects and reconnects are currently being waived*

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***Meter Reset ***

If your home's electrical system was damaged and the required work has been completed, please contact your municipality to schedule an electrical inspection (an inspection is required before service can be restored). They will send confirmation of the inspection to JCP&L. If there is no additional work required, your meter will be set in 3-5 days. In cases where a new service line needs to be run to your home or other construction is required, please allow at least 7-10 working days.

Home Demolition

If you are demolishing your house, please contact JCP&L at *800-662-3115* to arrange to have your service wire and meter removed.

To ensure the

safety of the workers and the community, the electric service must be retired before demolition.

***Home Elevation ***

If you are elevating your house, please contact JCP&L at *800-662-3115* to arrange to have your service wire and meter removed. To ensure the safety of the workers and the community the electric service must be removed prior to elevation. When construction is completed and an electrical inspection has been performed, your municipality will send the confirmation to JCP&L and your service will be restored.

Temporary Service for Construction

JCP&L can provide temporary service during reconstruction of your home.

Please contact JCP&L at *800-662-3115* to arrange temporary service.

Additional Reconnection Information

Tips to ensure the reconnection process is safe and trouble-free:

- Hidden electrical hazards that can cause fires often exist after flooding. Qualified, licensed electricians must assess house wiring and related electrical equipment for damage and complete repairs before service can be restored.

- A qualified electrician should discard electrical devices such as circuit breakers, fuses, GFCIs, receptacles, plugs and switches that have been submerged.

- If you have a functioning electrical service entrance, including the meter – JCP&L will complete the service reconnection.

- If your meter has been removed due to flooding or other damage, JCP&L will install a new meter after the service has been repaired by a qualified electrician and inspected by a state or municipal inspector. *After notifying the company, please allow 3 - 5 days for the meter to be reset. *

- If you have a meter and your power has not been restored you may need to reset your breakers. Please check to make sure you have turned your breakers on.

- If you have checked the breakers and remain without electric service, *please contact us at 800-984-9485* to speak with a representative who can expedite your request. Please say "outage" when you reach the customer service main menu and then say "representative" at the outage menu.

- If your home damage was so extensive that you must rebuild, please contact us when you are ready to receive service so we can arrange temporary power for construction or full reconnection and waive the related fees.

Once power has been reconnected, follow these important, everyday electrical safety tips:

- Do not turn on damaged electrical appliances. Electrical parts can pose an electric shock hazard or overheat and cause a fire.

- Do not touch a circuit breaker or replace a fuse with wet hands or while standing on a wet surface.

- Use portable ground-fault circuit-interrupter (GFCI) protective devices to help prevent electrocutions and electrical shock injuries.

- Do not allow power cord connections to become wet. Do not remove or bypass the ground pin on a three-prong plug

https://www.firstenergycorp.com/content/customer/outages_help/Sandy/other_service_related_issues.html