

Bulletin



AEP/SWEPCO

“NON SWEPCO WIRE” INDICATOR Tape USE



SWEPCO is introducing a new process for identifying ‘downed wires’. Customers or first responders are asked to NOT TOUCH or ATTEMPT TO MOVE ANY WIRE AT ANY TIME and keep the public clear. If no indicator tape is present, call SWEPCO to report the downed facilities. When SWEPCO field personnel are called to a location to investigate downed wires, they will leave SWEPCO lines in a safe manner. If the downed wire/facilities are not owned by SWEPCO, they will attach the Red and White “NON SWEPCO WIRE” indicator tape to help limit duplicate reports to our call center and thus reduce return trips to the same wire down by our field personnel. Reduction of the additional phone calls and return wire down trips will allow our personnel to focus on providing superior service to our customers by reducing delays in restoration of power and reduce costs.

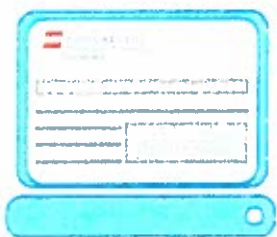
Please share this information to educate the public on the use of our new procedure utilizing the “NON SWEPCO WIRE” indicator tape.

REMINDER: STAY CLEAR OF ANY DOWNED WIRE.



How to sign up for outage alerts

Get emails or text messages when a power outage affects your area.



1 Go to swepco.com.

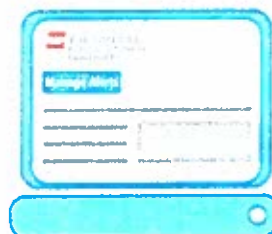


2 Click on My Account at the top of the home page.

Name@email.com



3 Login to your account. If you do not have a login, click Register.



4 Once logged in, click Manage Alerts in the menu on the left side.



5 Under Power Outage Alerts, mark the check boxes if you would like to get the alerts by phone, email or both.

Visit www.swepco.com to enroll in power outage alerts. Log in to your account to sign up and set your notification preferences.