When the delivery of electric service is interrupted to large segments of AEP Ohio customers, we work to restore power as safely and efficiently as possible.

Next, AEP Ohio will perform the repairs that restore electricity to the largest pockets of customers in the shortest amount of time. In some situations, a single repair can restore service to hundreds or thousands of customers.

AEP Ohio will then move on to make repairs to portions of circuits that restore service to smaller pockets of customers. These repairs may restore service to dozens of customers when completed.

In the final phases, work is done to restore power to individual properties. It may be a single home, business, or apartment complex. This phase of the restoration process can be especially time consuming after a major storm because there are so many of these kinds of repairs that must be done.

In all phases of the restoration process, safety has the highest priority. Restoration teams are trained to maximize public safety and protect themselves as they work to restore electricity to a community.

For more information please visit aepohio.com