

GENERATOR USE

During a power outage, generators can be a helpful asset to keep the lights on and your business running. It's important to understand how to connect, operate and maintain a generator to ensure the safety of your employees, customers and our line workers and to prevent damage to your business.

STAY SAFE WHILE OPERATING A GENERATOR

- Read the manufacturer's instructions before using your generator and contact the manufacturer or a qualified licensed electrician if you have questions.
- Never run a generator indoors – doing so can produce dangerous or fatal levels of carbon monoxide. Run generators outside and keep them at least 15 feet away from open windows so exhaust doesn't enter nearby buildings. Install and maintain carbon monoxide detectors anywhere generator fumes could enter your building.
- Turn off your generator and let it cool before refueling.
- Refuel generators outside and away from any flames or sparks. Wipe up fuel spills immediately.



FAQ

I purchased a generator to be prepared for outages. What steps should I take in advance to ensure it can provide my business with energy the next time an outage occurs?

Generators require physical isolation from the energy grid (typically obtained by using a transfer switch) so power from your generator isn't sent back into the energy grid, creating a hazardous situation for line workers. This switch also protects your generator, wiring and appliances from damage if AEP restores power to your business while the generator is operating. Hire a qualified licensed electrician to install the appropriate equipment, including a transfer switch. Do not try to connect a generator through a wall outlet or main electrical panel.

How quickly will AEP be able to come to my business to disconnect the appropriate equipment so I can start using a generator?

Restoring power for all customers is our primary focus during an outage. Please note we cannot prioritize disconnecting the appropriate equipment to accommodate installation of your generator before all restoration efforts are managed.

My power is out, and I want to connect a mobile generator to my business for the first time. What should I do?

If you don't already have a connection with a transfer switch or have never utilized a mobile generator before and want to use one during a power outage, you must contact us so our professionals can disconnect the appropriate equipment to prevent the generator from back feeding into the energy grid. This is for the safety of our line workers and you.

Can an electrician disconnect this equipment so I can start using a mobile generator?

No. Only AEP employees equipped with training and the necessary safety gear are authorized to complete this task.

Will AEP connect a generator and install an automatic transfer switch for me?

No. Please contact a qualified licensed electrician to assist you in safely setting up a generator or installing an automatic transfer switch.



Have questions? Need to place a service request?

AEP Ohio, I&M, Kentucky Power, APCO: 1.888.710.4237
SWEPCO and PSO: 1.888.776.1368
AEP Texas: 1.877.373.4858