

Winter Storm Fern – One Voice
01-23-2026 – 1:00 p.m. | Update #1

SWEPCO is Prepared for Arctic Cold Front and Winter Storm Fern *Crews are Ready to Respond Across Our Three-State Territory*

What You Need to Know

- The National Weather Service has issued a Winter Storm Warning throughout SWEPCO's service territory.
- SWEPCO teams are positioned and ready to respond with approximately 2,300 additional line and forestry personnel.
- Customers are encouraged to be prepared in the event of a power outage.

CURRENT SITUATION

The National Weather Service (NWS) has issued a Winter Storm Warning across SWEPCO's service territory, and our meteorologists are closely monitoring a system expected to bring dangerously low temperatures, strong winds, and a wintry mix to parts of our region.

At SWEPCO, our priority is putting customers first. Our line, forestry, and support crews are on standby and fully prepared to respond.

We've **mobilized approximately 5,600 utility professionals** to aid our response to customers. Through our regional Mutual Assistance partnerships, approximately **2,300 additional line and forestry personnel** from peer utilities are already on site to support our efforts.

We're committed to matching the size and scale of this historic storm with the resources required to keep our customers safe and restore power as quickly as possible.

We've **established base camps in Longview, Texas, Texarkana, Arkansas, and Shreveport, Louisiana** to support our crews and help speed restoration for customers. At the same time, our power plants have implemented their cold-weather plans, and line crews are fully prepared with fueled and stocked vehicles, ready equipment, and staged materials. Crews may also be strategically positioned in advance to ensure quick access even if conditions worsen. In addition, our teams are coordinating closely with local, state and federal officials as part of the shared community response effort.

This will be a significant winter event, but SWEPCO is prepared, and we are confident we'll weather it together safely.

CUSTOMER PREPAREDNESS

SWEPCO is ready and we want our customers to be ready, too. Customers are urged to prepare now for winter weather and possible power outages:

- **Treat all downed power lines as energized and dangerous.** Stay at least 10 feet away and keep children and pets indoors.
- **If using a generator,** follow all manufacturer instructions. Never use generators, grills, or camp stoves indoors.
- **Customers with medical equipment** who rely on electricity should have a backup plan in place in case of prolonged outages.

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- **Keep extra blankets, warm clothing, and flashlights** readily available.
- **Charge phones and essential devices** ahead of the storm.
- **Stay informed** by following SWEPCO on social media and visiting [SWEPCO.com](https://www.swepcoco.com) for alerts and updates.

GET RESTORATION UPDATES

Now is the time for customers to log in to their SWEPCO account and make sure we have a current cell phone number and email address on file. This ensures we can reach you quickly if changing conditions affect your service.

We also encourage customers to subscribe to outage alerts and opt in to SWEPCO email updates so you receive real-time restoration information. When crews arrive at a work site, they enter a more precise restoration time into our system, and those updates are automatically sent to customers who are enrolled.

To update your information or sign up for alerts, visit [SWEPCO.com/alerts](https://www.swepcoco.com/alerts). You can also track the latest outage status anytime at [SWEPCO.com/OutageMap](https://www.swepcoco.com/outagemap).

POST-STORM SAFETY TIPS

- Stay as far away as possible from downed wires and anything they may be touching. Call 911 to report any hazards or call SWEPCO immediately at (888) 218-3919.
- Carefully investigate before cleaning up any debris. Tree limbs, leaves and other objects moved by the wind could hide downed wires.
- Do not attempt to remove tree limbs or debris within 10 feet of a power line.
- If using a generator, be sure to follow the manufacturer's instructions.

FREQUENTLY ASKED QUESTIONS

Should I call SWEPCO to report my power outage?

Immediately after a major storm, report only safety hazards such as downed power lines or equipment that is sparking. Often, we're already aware of damage to our systems such as transmission lines and distribution circuits. Your calls help us focus resources on hazards that are not automatically picked up by our monitoring systems.

You can also report an outage using our [online form](#).

Want to be the first to know about outages? [Subscribe to alerts](#).

What should customers do if they see downed lines?

Don't touch it or anything near it. Even telephone or cable lines can become energized. Keep yourself and others as far away as possible and call 911 or SWEPCO immediately at (888) 218-3919.

How does SWEPCO handle tree damage?

Our tree crews are among the first responders as they clear trees from lines and equipment, so line crews can restore power as quickly and safely as possible.

We do not remove cut trees or limbs during emergency power restoration. In these instances, property owners are responsible for removing tree debris.

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Don't attempt to remove tree limbs or debris yourself if it is within 10 feet of a power line. Also, if you notice downed power lines or sparking equipment, stay far away and call 911 and SWEPCO immediately at (888) 218-3919.

STAYING CONNECTED

To receive the latest alerts and information from SWEPCO, customers should:

- Report outages: [SWEPCO.com/outage](https://www.swepcoco.com/outage)
- Download the SWEPCO mobile app: [SWEPCO.com/app](https://www.swepcoco.com/app)
- Follow SWEPCO on [Facebook](#) and [X](#) (formerly known as [Twitter](#)), [Instagram](#) and [YouTube](#)
- **Make sure we have your most recent contact information at [swepcoco.com/account/](https://www.swepcoco.com/account/)**

NEXT UPDATE

We will continue to keep you informed as more information becomes available. Updates will be provided at SWEPCO.com as well as other communication channels.