

Power Outage Data Collection

Avon Lake, Ohio - 2023



The City of Avon Lake understands residents' frustrations with the increased frequency of power outages. The City of Avon Lake is collecting data to assist First Energy identify the issues causing these outages. This information will supplement what First Energy currently has to better address the problem. The City is focusing on issues from the past six months.

A survey was created to gather this data. It was available online and in hard copy, starting on September 11, 2023 and was open until October 2, 2023. During that time, 171 were completed online, and 16 were completed on paper and then, those hard copy surveys were entered individually, as if they were done online. The results of those 187 surveys follow on the following pages.



Power Outage Problems

With the increased frequency of power outages, the City of Avon Lake is collecting data to assist First Energy identify the issues causing these outages. This information will supplement what First Energy currently has to better address the problem. Even if you have previously reported an outage to the City of Avon Lake, your Council representative, or First Energy, please fill out this form, so all information can be compiled.

* Indicates required

1) Name:

2) Address:*

3) Phone Number:

4) Email Address:

5) How many power outages or service interruptions have you had in the in the last 6 months, at the address listed above?*

6) Did you contact the power company to report the power outages?

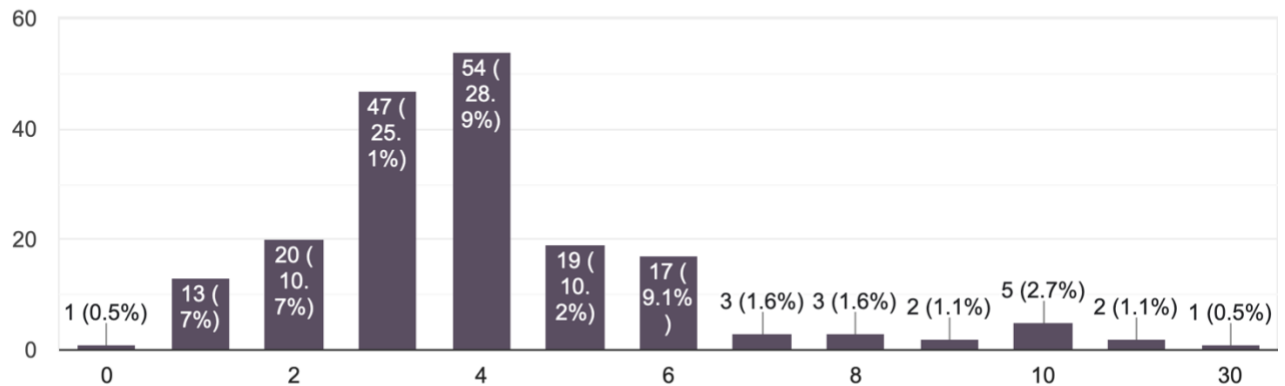
☐ Yes ☐ No ☐ Report some, but not all



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How many power outages or service interruptions have you had in the in the last 6 months, at the address listed above?

187 responses



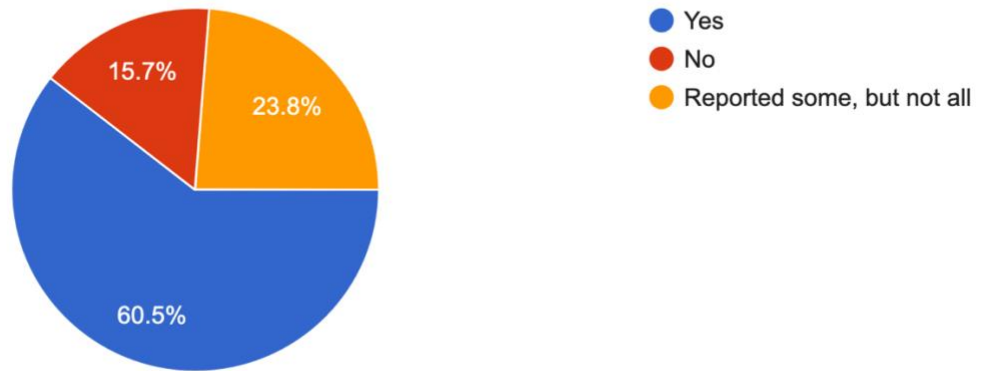
All 187 respondents provided a number of power outages or interruptions experienced.

- The average number of outages was 4.16
- The range of outages or interruptions was 0 to 30
- Total number of outage or interruptions reported was 774
- The highest frequency, 54% of respondents reported 3 or 4 outages.

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Did you contact the power company to report the power outages?

185 responses



When asked to list the date, time, and length of each power outage, 158 respondents provided a response.

When asked if they were given a reason for the outage provided directly by the power company, 50 respondents report being given a reason, other than no, none, I don't know, or Under Investigation.

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Map of addresses that reported power outages or service disruptions on the survey.



To see more detail information, visit:

<https://www.google.com/maps/d/edit?mid=1203eBEiFifPn3SXRJHNa-yr3yKd3SMU&usp=sharing>