



STATE OF OHIO
Emergency Operations Center
NEWS RELEASE
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John R. Kasich, Governor

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FOR IMMEDIATE RELEASE

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**CABLE TV CUSTOMERS WITHOUT CABLE SERVICE SHOULD REPORT SERVICE OUTAGE TO CABLE
COMPANY**

Cable TV customers without cable service – following the severe storms and high winds in Ohio in recent days – should report the outage to their cable company.

When a customer reports a weather-related service interruption that lasts more than 24 consecutive hours, the customer can receive a credit for each hour of the disruption.

“You must speak to a customer service representative to receive the credit,” said David Goodman, Director of the Ohio Department of Commerce. “Even if a recording notes the company’s efforts to restore service, the customer must report the disruption to a cable company staff member to receive the credit.”

In some instances, cable service may be available, but the customers cannot receive it due to the electrical outage. The only way to determine this is to call the cable company.

Customers can find their cable company’s customer service phone number at http://www.com.ohio.gov/admn/docs/vsa_CableCompanyContactList.pdf

In a related matter, State Fire Marshal Larry Flowers warns Ohioans to stay away from any downed power lines. “Downed lines are a serious risk and Ohioans should not go near them,” Marshal Flowers said. “Notify your utility companies immediately if you see downed wires.” If unsure which companies to contact, Ohioans can call the Cable TV Consumer Hotline (1-800-686-7826) to receive assistance in determining which companies to call.

The Cable TV Hotline also assists Ohioans with billing disputes, missing channels, poor picture quality and equipment malfunctions. The hotline is available for customers who cannot resolve an issue with the cable company on their own.

“The Cable Hotline is here to help and our experienced staff goes the extra mile to help Ohioans who need a place to turn,” Director Goodman said. The Hotline (1-800-686-7826) is available Monday – Friday from 8 a.m. – 5 p.m. Department of Commerce staff follow up with the complainant and work with the cable company until the situation is resolved.

The Department of Commerce does not have the authority to regulate satellite companies, internet or phone service provided by cable television companies.

Chronology

- July 2: FEMA delivers initial water supplies to counties and other local governments.
- July 1: Another round of severe storms move across Ohio wiping out power to more residents.
- July 1: Members of Ohio National Guard deploy to help check on Ohioans who may be at risk as a result of power outages and extreme heat.
- June 30: Gov. Kasich's request for federal assistance is approved.
- June 30: Gov. Kasich spoke to the President and requested federal assistance to respond to the storm. He also spoke with utility company CEOs and local elected officials to make state resources available to expedite recovery activities.
- June 30: Gov. Kasich declared an emergency for the entire state of Ohio so state agencies can assist local government response and recovery efforts. The National Guard was activated to help deliver needed supplies and conduct door-to-door checks in select areas to identify vulnerable Ohioans threatened by the severe heat.
- June 29: Ohio's Emergency Operations Center in Columbus was activated to coordinate state and local storm recovery efforts. The state contacted Federal Emergency Management Agency officials to let them know federal assistance may be needed.
- June 29: Severe storms and high winds during evening rush hour knocked out power for approximately one million homes and businesses across two-thirds of the state.

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