

FirstEnergy is introducing an enhanced process for Curtailment Service Providers (CSPs) to access customer data for Maryland, New Jersey, Ohio, and West Virginia. This improvement will automate the submission of Letters of Authorization (LOA's) and customer account number lists. CSPs will obtain customer information through FirstEnergy's secure FTP site: <https://ftp.firstenergycorp.com/WebClientNew/Login>. Please refer to the attached Curtailment Service Provider New Data Access Process and Frequently Asked Questions documents for detailed guidance on using this new platform.

Requests for data made by 7:00 PM EST will be fulfilled by 8:30 AM EST on the following business day. The structure of customer data reports will remain consistent; CSPs will continue to receive Master Data output, Monthly Usage kWh summaries, and MV90 and/or AMI Interval outputs. All usage data provided will encompass the preceding 24 months or, if applicable, from the customer's move-in date.

Formatting specifications for interval data files are as follows:

AMI Interval Output File:

- Hourly incremental data
- Presented as Hour Ending in EST time zone
- Date and Account Number(s) appear in the first column; hours are listed across the top row

MV90 Interval Output File:

- Hourly incremental data
- Presented as Hour Beginning in EPT time zone
- Date and Hour are presented in the first column; Account Number(s) are listed at the top

The designated contact for each CSP will receive a Microsoft Teams Meeting invitation between January 14th and 16th 2026, during which time credentials for site access will be provided. This individual is responsible for distributing login details to relevant personnel within their organization. The system allows multiple users to simultaneously utilize the same credentials to access and retrieve customer data. Once credentials have been received, please begin immediate use of the new data request process.

Also, a reminder that all CSP's should be using the updated LOA forms for all new customer enrollments.

Standard LOA form



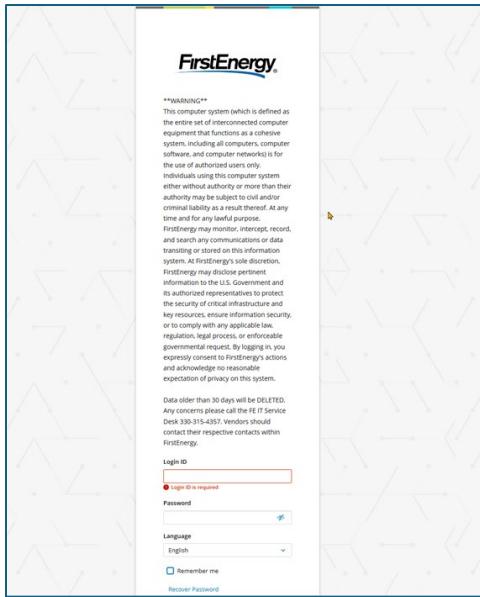
OH Residential LOA form(The Illuminating Company, Ohio Edison, and Toledo Edison
Residential Customers only)



Thank you for your attention and cooperation.

How to Request Customer Data

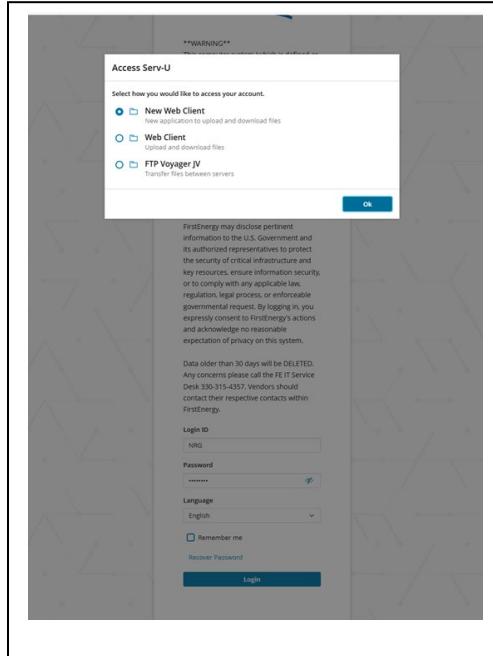
1. Visit <https://ftp.firstenergycorp.com/WebClientNew/Login>.



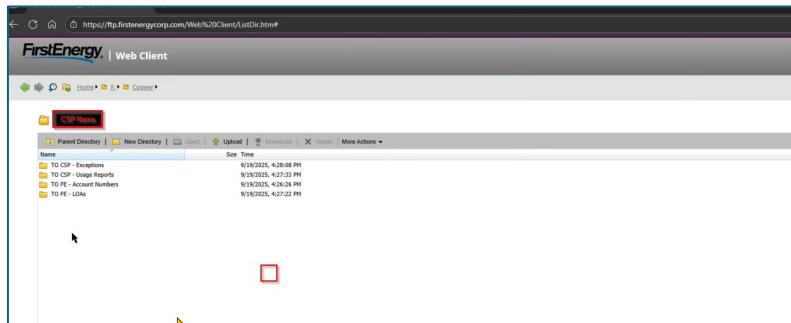
- a. Please note that although the FTP Site landing page indicates contacting the FE IT Service Desk for concerns by calling 330-315-4357, that method should not be used to get assistance. Please reach out to the following email address for any technical issues with the FTP Site or with login or password issues: grp-settlementsitgrp@firstenergycorp.com.**

2. Login using your username and password.

- a. Next, select the New Web Client radio button. Using the New Web Client will allow for the upload of multiple files at the same time.



b. Once logged in, you will see four folders specific to your organization:



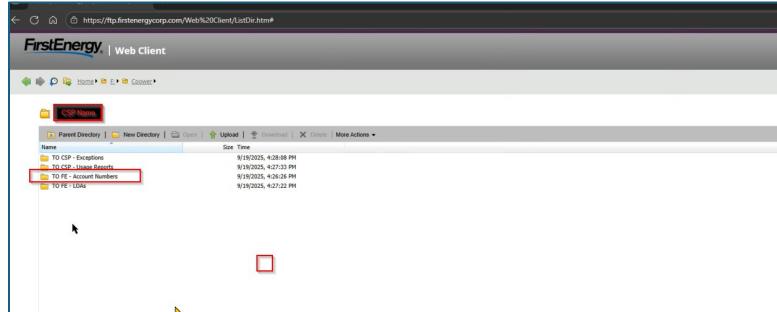
- i. **TO CSP -Exceptions**
- ii. **TO CSP – Usage Reports**
- iii. **TO FE – Account Numbers**
- iv. **TO FE – LOAs**

a. For any login problems or technical issues with the FTP site, please reach out via the email address below:

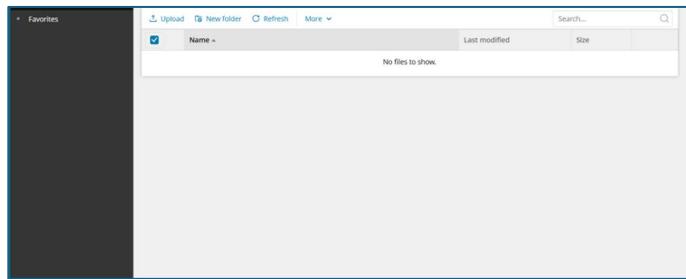
grp-settlementsitgrp@firstenergycorp.com.

3. Upload your Microsoft Excel spreadsheet to the TO-FE-Account Numbers folder.

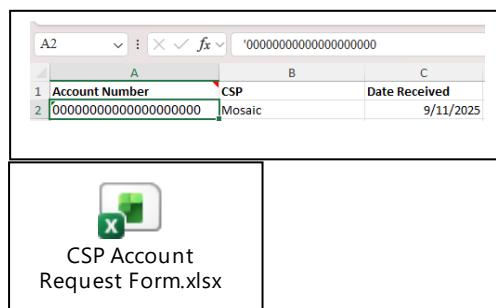
- Double click the TO FE – Account Numbers folder.



- Upload your Microsoft Excel spreadsheet with the 20-digit customer account number(s) you would like data for. Your Microsoft Excel spreadsheet must be in the correct format to ensure proper submission.



- Please ensure the Microsoft Excel spreadsheet follows the required format.
 - ‘(Apostrophe), followed by the 20-digit customer number with no spaces, or dashes in between numbers in Column A
 - CSP Name in Column B
 - Date Received in Column C

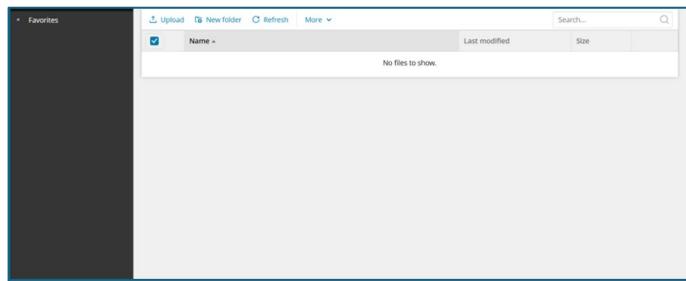
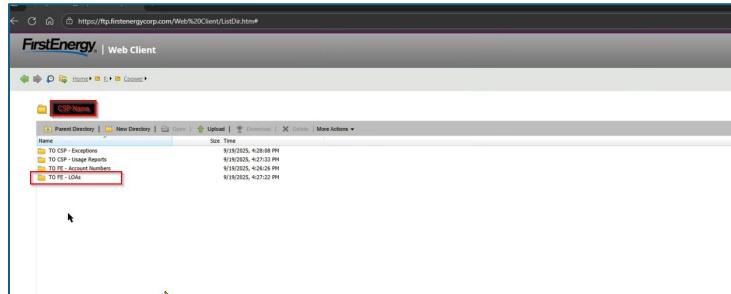


A screenshot of an Excel spreadsheet titled 'CSP Account Request Form.xlsx'. The spreadsheet contains a single table with three columns: 'Account Number', 'CSP', and 'Date Received'. The first row is a header, and the second row contains data. The data is as follows:

| Account Number | CSP | Date Received |
|----------------------|--------|---------------|
| 00000000000000000000 | Mosaic | 9/11/2025 |

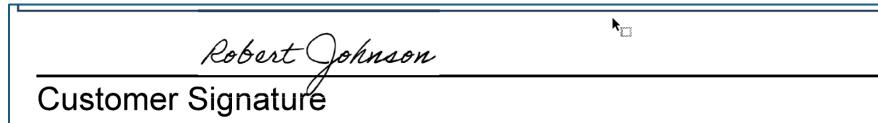
4. Next, Upload all customer LOA's to the TO FE-LOA folder.

- Double click the TO FE – LOA folder.



- The following fields must be in the prescribed format to prevent exceptions from occurring, which could result in your customer data not being provided.

- Please place signature and date above the line as pictured:

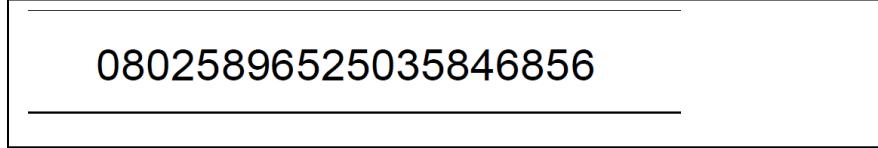


- Please enter date in the below listed format:

Date: DD/MM/YYYY(2 Digit Day/2 Digit Month/4 Digit Year)

I.e., 12/15/2024, 06/24/2005

- Please provide 20-digit customer number in the following format, with no space or dashes included

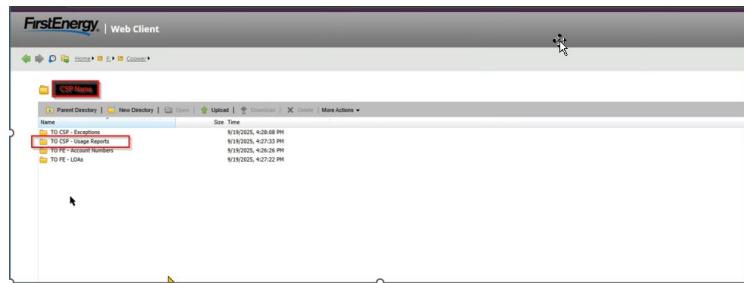


08025896525035846856

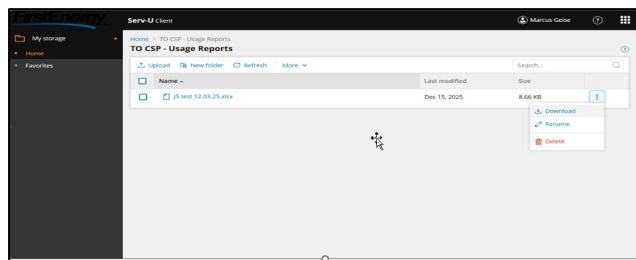
5. Our Optical Character Recognition Software (OCR) will automatically validate that the LOA on file matches the account numbers supplied in the excel file upload in Step 3. All authenticated data requested by 8:00 PM EST will be available by 8:00 AM EST the following business day to download from the TO-CSP Usage Reports folder. Data older than 30 days will be deleted and a new request would then need to be initiated.

6. Download requested data.

- Double click the TO CSP- Usage Reports.



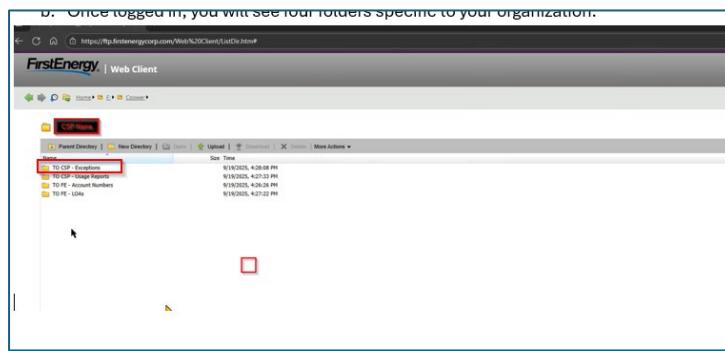
- Click on the vertical ellipsis (:) on the right to download the data file provided.



- 24 months of customer usage and attribute information will be provided in Microsoft Excel format to download.

7. View the TO CSP – Exceptions folder.

- For any discrepancies or files that fail validation, please review the TO CSP - Exceptions folder for details.
- Double click the TO CSP-Exceptions folder.



c. If any exceptions occur a Microsoft Excel file will be available to download.

| Account Number | CSP | Date Received | ExceptionReason |
|----------------------|-----|---------------|---|
| 08070140190000696258 | NRG | 8/18/2025 | Date is more than two-years old |
| 08072511350000464944 | NRG | 8/18/2025 | No matching LOA form found |
| 08074197290000696254 | NRG | 8/18/2025 | OCR couldn't find the signature, OCR couldn't find the date |
| 08072441750000644166 | NRG | 8/18/2025 | |
| 08049681780000596594 | NRG | 8/18/2025 | |

d. Examples of Exceptions:

- i. OCR had low form confidence
- ii. OCR couldn't find the signature
- iii. OCR had low confidence on the signature
- iv. OCR couldn't find the date
- v. Date is more than two-years old
- vi. OCR had low confidence on the date
- vii. None of the account numbers passed validation
- viii. The row in the account file has an invalid account number
- ix. Account number not found
- x. Account number opted out
- xi. No matching LOA form found
- xii. A matching LOA form was found but it was invalid

- e. For any exceptions involving the LOA form, a new LOA form with corrections must be submitted.
- f. Once appropriate corrections are made, repeat steps 3 and 4 to re-request data for those customers.

For additional information and resources, please see our FAQ page.