

Curtailment Service Provider Customer Data Access

Frequently Asked Questions (FAQs)

1. When does the new process take effect?

The new process for requesting customer data will take effect January 13, 2026.

2. What customer classes and states are included in this update?

This process applies to all Maryland, New Jersey, Ohio, and West Virginia customers.

3. Where do I go to request customer data?

CSPs will now use the secure FirstEnergy FTP site:

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

4. What are the login options?

You can access the site using:

New Web Client (Recommended)

Web Client

FTP Voyager JV

5. Can multiple users be logged in at once?

Yes, multiple users with the same login credentials can be logged in at the same time. There is no limit to the number of users.

6. What folders will I see once logged in?

Each CSP will see four folders specific to their organization:

- 1. TO FE – Account Numbers*
- 2. TO FE – LOAs*
- 3. TO CSP – Usage Reports*
- 4. TO CSP – Exceptions*

7. How do I request customer data?

Upload the Account Request spreadsheet containing the 20-digit customer account numbers. Use this [Account Request Template](#) file for all submissions to ensure proper formatting.

8. What format should my Excel request file be in?

The Account Request spreadsheet should follow the format below

- i. ‘(Apostrophe), followed by the 20-digit customer number with no spaces, or dashes in between numbers in Column A*
- ii. CSP Name in Column B*
- iii. Date Received in Column C*
- iv. Spreadsheet must be in xlsx format, csv and xls files will not be accepted*

9. What is the correct LOA format?

Customer signature and date must be above the line.

Date format: DD/MM/YYYY (e.g., 12/15/2024)

Customer number must be 20 digits with no spaces or dashes.

One customer account number per line.

LOA forms cannot be submitted in zip format; this will prevent you from receiving data. Each LOA file must be uploaded individually to allow the new program to validate them.

10. What timeframes apply to data requests and availability?

Requests submitted by 7:00 PM EST will have data available by 8:30 AM EST the following business day.

11. What data files will I receive?

Each request will include:

Master Data Output

Monthly Usage kWh Summary

MV90 and/or AMI Interval Output

All data reflects up to 24 months of usage or from the customer's move-in date.

12. How is the data formatted in AMI and MV90 files?

AMI Interval File:

Hourly incremental data

Hour Ending, in EST time zone

Date and Account Numbers in the first column

MV90 Interval File:

Hourly incremental data

Hour Beginning, in EPT time zone

Date and Hour in the first column

13. Can the CSP submit an older version of the LOA if it still has a valid date?

LOA's provided using version 04/2022 will be accepted until the valid date expires. However, any forms with modifications will not be accepted and a new LOA will need to be submitted.

14. Where can I download my completed data files?

Go to the TO CSP – Usage Reports folder to download your requested customer data.

15. Can I save my downloaded Usage Reports on the FTP Site?

Downloaded Usage Report cannot be saved on the FTP Site.

Please refrain from creating additional Folders on the FTP Site to save Usage Reports, as they prevent the data retrieval process from running. These folders will be deleted.

Data older than 30 days will be deleted and a new request would then need to be initiated.

16. What if there are issues or missing data?

Check the TO CSP – Exceptions folder for any validation errors or discrepancies.

Examples of Exceptions:

- i. Unable to determine if LOA is a valid LOA*
- ii. No signature found on the LOA*
- iii. Unable to determine if the signature on the LOA is a valid signature*
- iv. No date found on the LOA*
- v. Date is more than two-years old*
- vi. Unable to determine if the date on the LOA is a valid date*
- vii. The row in the account file has an invalid account number*
- viii. Account number does not exist*
- ix. Account number opted out*
- x. No matching LOA form found*
- xi. A matching LOA form was found but it was invalid*

For any exceptions involving the LOA form, a new LOA form with corrections must be submitted.

After making corrections, re-upload the corrected files to TO FE – Account Numbers and TO FE – LOA, then re-request data.

17. Who do I contact if I have questions or technical issues?

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

18. Who do I contact if I have specific questions regarding account specific information?

If you have questions about the data provided or need account specific information, please contact your customer directly. If your customer is unable to answer your question, they may reach out to the [FirstEnergy Customer Care Center](#) or their assigned Customer Account Representative, if applicable. -specific information, please contact your customer directly.