



Jersey Central Power & Light, a FirstEnergy utility, is starting to install smart meters on customers' homes throughout our service area. The company's plan, as approved by the New Jersey Board of Public Utilities, will modernize the electric distribution system in New Jersey with the installation of 1.15 million smart meters.

This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages more quickly and efficiently.

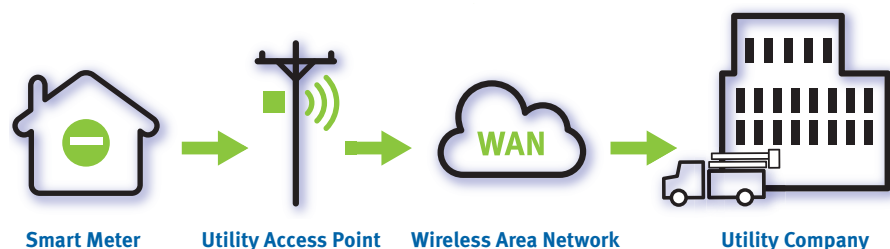
Plus, in the future, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use – which means you can then make informed decisions on how to manage and control your electricity consumption.

Please take a look at some of these Frequently Asked Questions for more information about our Smart Meter Program:

Q. What is a smart meter?

A. A smart meter is a digital electric meter that collects electricity usage information and sends that data to the local utility through a secure telecommunications connection.

SMART METER NETWORK COMPONENTS



Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.

Q. What if I don't want a smart meter?

A. Please call us at **855-344-3400** (Monday through Friday, 8:00 a.m. to 6:00 p.m.) to discuss your options. We would like to answer any questions you have regarding our smart meter program and address any concerns about the installation of the new meter.

If you decide you don't want a smart meter after one is installed, there is a \$44.46 charge to replace the smart meter for a digital non-communicating meter, and a \$15 monthly meter reading fee. Customers may also choose to have the communications card in the smart meter disabled and avoid the meter replacement fee of \$44.46, though the monthly meter reading charge still applies. If you change your mind and decide to have a smart meter reinstalled, an additional meter replacement fee of \$44.46 would be charged. Customers who take service under a time-differentiated rate or who have net metered generation are unable to opt out.

Q. When will a smart meter be installed on my home?

A. In the next few weeks, you will receive a letter with more details, including when our workers will be in your area to exchange your meter. We will follow all appropriate social distancing guidelines when we arrive at your residence to install the new meter.

Q. I'm concerned about privacy. Are you able to track when my family is home?

A. No. The meter does not provide us with information regarding the occupancy of your home or the activities of those in your home. Also, while the meter can track your hourly usage, it cannot measure the usage of individual appliances or other electrical devices within your home.

Q. Will you limit the amount of electricity I am allowed to use?

A. No. The utility will not limit the amount of power you can use.

Q. Will this smart meter affect my health?

A. No. Numerous studies have shown that smart meters using radio frequency (RF) technologies pose no health risk. While smart meters emit a low level of RF, RF exposure from smart meters is a fraction of what comes from other commonly used household devices, including cell phones, garage door openers, televisions, microwaves, wireless internet and baby monitors.

For more information, please visit our website at www.firstenergycorp.com/NJsmartmeter, call us at **855-344-3400** or scan the QR code here.

