FOCUSING OUR ENERGY ON
THE FUTURE
MESSAGE FROM THE CEO

At FirstEnergy, our mission is to make customers’ lives brighter, the environment better and our communities stronger.

As part of this commitment, we’re reducing the environmental impact of our operations, and we’ve set an ambitious goal to reduce carbon dioxide (CO₂) emissions companywide by at least 90 percent below 2005 levels by 2045.

Our green energy offer gives customers in Ohio and Pennsylvania the opportunity to reduce their carbon footprint by supporting clean, renewable energy resources. This offer helps us add green energy to the grid, displacing electricity that would have been produced from more conventional sources.

We’re committed to the long-term prosperity and vitality of our communities through our support of economic development efforts that create jobs, sustain local suppliers and attract new businesses to our service area. Moreover, the resources of FirstEnergy and the FirstEnergy Foundation—combined with the many volunteer efforts and contributions of our employees—provide vital support to community-based organizations across our service area.

In addition, we’re meeting the long-term energy needs of our customers and communities through our Energizing the Future program—an initial $4.2 billion investment in our transmission system that is expected to grow in the years ahead. Projects funded through this initiative are designed to enhance the reliability of our electric system while improving our response to outages.

As this report illustrates, our diverse, dedicated employees are proud to bring good energy to the customers and communities we’re privileged to serve—and we look forward to making the transition to a cleaner, smarter and more sustainable energy future.

Sincerely,

Chuck Jones
President and Chief Executive Officer
OUR ENVIRONMENT

• We’ve invested more than $10 billion in environmental protection efforts since the U.S. Environmental Protection Agency’s (EPA) Clean Air Act became law in 1970, and these efforts are making a difference. Since 1990, we’ve reduced emissions of nitrogen oxides (NOx) by 86 percent, sulfur dioxide (SO2) by 95 percent, and mercury by 91 percent.

• We’re one of the largest providers of wind energy in our region, with sales of 1.2 million megawatt-hours (MWH) per year of wind generation from capacity under contract.

• We’ve undertaken a number of remediation programs at our former facilities, including power plants, ash storage facilities and manufactured gas plants; developed conservation projects to protect wildlife diversity near our facilities; and responsibly conducted vegetation management and reforestation initiatives.

• From 2008 to 2015, we reduced the amount of water used to cool our power plants by 61 percent.

• We’ve undertaken a number of remediation programs at our former facilities, including power plants, ash storage facilities and manufactured gas plants; developed conservation projects to protect wildlife diversity near our facilities; and responsibly conducted vegetation management and reforestation initiatives.

IMPROVING THE QUALITY OF LIFE IN OUR REGION
OUR EMPLOYEES

- We place a strong emphasis on health and safety, dedicating ourselves to achieving best-in-class results. In 2015, our companywide Occupational Safety & Health Administration (OSHA) recordable injury rate was 0.83, which is less than one injury per 200,000 hours worked and places us in the top quartile in our industry.

- We strive to build an inclusive working environment where people feel accepted, where their ideas are welcomed, and where they can make a positive impact on our business and in the community. In 2015, we formed the Executive Diversity & Inclusion Council to provide oversight and guidance for the development of our integrated diversity strategy. Our goal is to foster teamwork and inclusion while maintaining a diverse workforce through our recruiting and hiring efforts.

OUR COMMUNITIES

- Our philosophy—“The greater good is better business”—supports employee volunteerism and the investments we make in our communities through FirstEnergy and the FirstEnergy Foundation. Our employees lend their time and talents to assist hundreds of organizations and thousands of people each year—from feeding the hungry to building energy-efficient homes for low-income residents.

- In keeping with this philosophy, the FirstEnergy Foundation has awarded more than $62 million in grants to over 2,700 community-based organizations since 2001. The Foundation, which also matches employee contributions to qualifying organizations, has added $1.9 million over the same period to the generous donations made by our employees.
FirstEnergy is dedicated to providing safe, reliable, affordable and clean electricity to our customers and communities. Our 10 utility operating companies form one of the nation’s largest investor-owned electric systems, based on 6 million customers served within a nearly 65,000-square-mile area of Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York.

Our transmission subsidiaries operate approximately 24,200 miles of transmission lines connecting the Midwest and Mid-Atlantic regions. Our generation subsidiaries control nearly 17,000 megawatts (MW) of capacity, including approximately 1,900 MW of renewable energy, from a diversified mix of scrubbed coal, nuclear, natural gas, oil, pumped-storage hydro and contracted wind and solar resources.
OUR MISSION

We are a forward-thinking electric utility powered by a diverse team of employees committed to making customers’ lives brighter, the environment better and our communities stronger.

CORPORATE STRATEGY

Our strategy reflects a strong focus on achieving more customer-focused, regulated growth; minimizing risk in our competitive generation business; providing a safe and healthy work environment for our employees; enhancing the environmental performance of our operations; and making a positive difference in the communities where we live and work.

CLEAN GENERATING FLEET

Our generating fleet comprises nuclear, natural gas, scrubbed coal and renewables.

*Includes generation from nominal gas/oil units not shown on map.
OUR ELECTRIC COMPANIES

FirstEnergy’s 10 regulated distribution companies comprise one of the nation’s largest investor-owned electric systems, based on serving 6 million customers in the Midwest and Mid-Atlantic regions. Our diverse workforce of more than 15,000 employees is dedicated to providing customers with safe, reliable and responsive service.

Ohio Edison
The Illuminating Company
Toledo Edison
Pennsylvania
Met-Ed
Penelec
Penn Power
West Penn Power
West Virginia/Maryland
Mon Power
Potomac Edison
New Jersey
Jersey Central Power & Light

Generation Stations

Coal
1 Bay Shore Plant
2 Bruce Mansfield Plant
3 Fort Martin Power Station
4 Harrison Power Station
5 Pleasants Power Station
6 W.H. Sammis Plant

Gas/Oil
7 Buchanan Generating Facility
8 Chambersburg Plant
9 Gans Plant
10 Hunlock Creek
11 Springdale Units 1 & 2
12 Springdale Units 3, 4 & 5
13 West Lorain Plant

Hydro
14 Bath County Pumped-Storage Hydro
15 Yards Creek Pumped-Storage Hydro

Nuclear
16 Beaver Valley Power Station
17 Davis-Besse Nuclear Power Station
18 Perry Nuclear Power Plant

Wind1
A Ohio
   - Blue Creek
B Pennsylvania
   - Allegheny Ridge
   - Casselman
   - Highland
   - Meyersdale
   - North Allegheny
C Illinois
   - High Trail2

Solar4
Maryland Solar
1 Purchase power contracts
2 Not shown on map
INDUSTRY AND COMMUNITY PARTNERSHIPS

FirstEnergy addresses technological, environmental and industry issues through working relationships and participation in organizations including:

COMPANY PROFILE

TRANSMISSION AND DISTRIBUTION OPERATIONS

FirstEnergy’s transmission facilities include 24,200 miles of transmission lines connecting the Midwest and Mid-Atlantic regions. To deliver safe and reliable electricity to homes and businesses, our electric companies operate a vast network of nearly 269,000 miles of distribution lines across our six-state service area.

FirstEnergy’s Akron Control Center operates and monitors transmission operations across two-thirds of the company’s bulk transmission system in areas served by Ohio Edison, The Illuminating Company, Toledo Edison, Penn Power, Met-Ed, Penelec and Jersey Central Power & Light (JCP&L). As one of the nation’s most advanced transmission control centers, it plays a vital role in enabling us to continue providing reliable electric service to our customers. Built with sustainable and green building features and practices, the facility earned the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED) Silver Level certification.

Our Fairmont Control Center in West Virginia monitors operations in areas served by Mon Power, Potomac Edison and West Penn Power. This state-of-the-art facility also has received LEED certification.
ENERGIZING THE FUTURE INITIATIVE

We are continuing to make solid progress executing our Energizing the Future initiative. Our initial $4.2 billion investment from 2014 through 2017 involves upgrading our transmission system to meet the future demands of our customers and communities. Spanning our entire transmission system, the program includes projects to replace existing equipment with advanced technologies to enhance system reliability; meet expected load growth from shale gas activity in our service area; and reinforce current infrastructure in response to power plant deactivations.

As part of Energizing the Future, we invested $986 million in 2015 in targeted improvements to enhance the reliability and efficiency of our transmission system. Initial efforts primarily focused on the ATSI transmission system that encompasses the service areas of Ohio Edison, The Illuminating Company, Toledo Edison and Penn Power, with projects shifting east over time to include our other service areas.

Work performed to date also has helped us identify $15 billion in additional opportunities across our transmission system that will benefit customers through further reliability enhancements.

GENERATION BUSINESS

Our generating fleet produced approximately 89 million MWH of electricity in 2015 from a diversified mix of scrubbed coal, nuclear, natural gas, oil and pumped-storage hydro resources.

COMPETITIVE ELECTRICITY SALES

FirstEnergy Solutions (FES), our competitive subsidiary, is a retail supplier of electricity serving approximately 1.6 million residential, commercial and industrial customers. Building on the strength and diversity of its generating assets, FES provides retail electric generation service to various customer classes, with a focus on sales to large commercial and industrial customers as well as to wholesale customers and governmental aggregation groups.
SELECTED AWARDS AND RECOGNITION

For the 10th consecutive year, FirstEnergy was recognized for its power restoration efforts by the Edison Electric Institute (EEI). Our utilities were awarded the Emergency Recovery Award for restoring service to Mon Power customers following a March 2015 winter storm, and the Emergency Assistance Award for helping Louisville Gas and Electric in Kentucky and AEP in Virginia following a severe weather event in July 2015 that resulted in more than 200,000 customers losing power.

The Electric Power Research Institute (EPRI) also recently honored a number of FirstEnergy employees with Technology Transfer Awards for 2015. These awards, highlighted below, recognize industry leaders and innovators who have transferred research into applied results that not only benefit our company, but also the utility industry.

• FirstEnergy was recognized for industry leadership in applying EPRI’s integrated security assessment research for faster, more coordinated responses to potential system threats, with focused communication among diverse utility and public service personnel to maintain system reliability. Results of this work were employed in the development of our Transmission Security Operations Center.

• FirstEnergy Utilities received three awards for transmission line studies to address OSHA requirements and worker safety, analysis of substation transformers to improve the reliability of the bulk transmission system, and the deployment of Plug-in Electric Vehicle (PEV) technologies to evaluate their performance, grid charging impacts and the role of quiet portable auxiliary power at job sites.

• Employees from FirstEnergy Generation received two awards for applying EPRI’s preventive maintenance (PM) techniques to improve efficiency and reliability of critical fleet plant equipment, and supporting plant demonstrations to match generation output to market conditions while maintaining required plant emission levels.

• Employees from FirstEnergy Nuclear Operating Company (FENOC) received two awards for applying EPRI’s research to reduce PM equipment-related plant shutdowns, and for detailed analyses to reduce safety-related risks to plant protection systems.
OTHER RECOGNITION

- Energy Association of Pennsylvania 2015 Safety Awards:
  - Safety Achievement Award
  - Safety Improvement Award
  - Safety Sustainability Award
  - Motor Vehicle Fleet Safety Improvement Award
- Victory Media Top 100 Military Friendly Employers® for 2016
- United Way of Summit County Cornerstone Award, received every year since 2004
- *Site Selection* magazine, one of the top utilities for economic development for the past 14 years
- Cleveland Council of the Boy Scouts of America 2015 Corporate Good Scout Award
- *Security Magazine*, top security company in 2015
- *Vault* career website, one of the top 50 co-op/intern programs in the nation in 2016

In 2016, FirstEnergy and its 10 utility companies were recognized as a Tree Line USA utility for the 18th consecutive year by the National Arbor Day Foundation in cooperation with the National Association of State Foresters. This award recognizes investor-owned and public utility companies that promote the dual goals of dependable utility service and healthy trees along America’s streets and highways. Award-winning companies demonstrate excellence in tree care, training and public education.

In 2015, the New Jersey Conference of Mayors recognized FirstEnergy’s JCP&L utility company as a Business Leadership of the Year honoree.

The Smart Electric Power Alliance named JCP&L one of the top 10 utilities in the United States in 2014 for the installation of new solar facilities and generation provided by solar power in its service area. JCP&L now has 385 MW of solar electric systems installed on its circuits. This effort is supported by New Jersey’s Renewable Portfolio Standard and the Solar Renewable Energy Certificate (SREC) program.

FENOC employees were recognized with the Nuclear Energy Institute’s 2016 Equipment Reliability Award for their efforts to align plant maintenance strategies with industry best practices, which has resulted in increased safety and equipment reliability and decreased costs.

The Ottawa County Improvement Corp. awarded FirstEnergy’s Davis-Besse Nuclear Power Station with its 2014 Ottawa County Business of the Year Award.
COMPANY PROFILE

FAST FACTS

- Approximately $15 billion in revenues in 2015
- Approximately $3.5 billion in purchases of goods and services in 2015 (excludes fuel and purchased power)
- FirstEnergy and its subsidiaries paid nearly $1 billion in taxes in 2015
OUR HISTORY

FirstEnergy Corp. was formed in 1997 through the merger of Ohio Edison Company and Centerior Energy Corp. Through this merger, FirstEnergy became the holding company for Ohio Edison; its subsidiary, Penn Power; The Illuminating Company; and The Toledo Edison Company.

In 2001, FirstEnergy nearly doubled its revenue to more than $12 billion and customers served to more than 4.3 million when it merged with GPU Inc., based in Morristown, N.J. GPU served 2.1 million customers in a 24,000-square-mile service area in Pennsylvania and New Jersey through its three operating companies: Met-Ed, Penelec and JCP&L.

In 2011, FirstEnergy completed a merger with Allegheny Energy, a Greensburg, Pa.-based company that served 1.5 million customers in Pennsylvania, West Virginia and Maryland through its operating companies West Penn Power, Mon Power and Potomac Edison.

Today, FirstEnergy’s 10 regulated utility companies form one of the nation’s largest investor-owned electric systems based on 6 million customers served in six states.
OUR ENVIRONMENTAL COMMITMENT
We're committed to protecting the environment while delivering safe, reliable, clean and affordable electricity to 6 million customers in the Midwest and Mid-Atlantic regions. In keeping with our balanced, long-term approach, we're continually looking for ways to minimize the impact of our operations on the environment. Over the years, we've invested billions in environmental controls at our facilities that have led to substantial reductions in emissions.

Our generation subsidiaries control nearly 17,000 MW of capacity from a diversified mix of scrubbed coal, nuclear, natural gas, oil and approximately 1,900 MW of renewable energy comprised of pumped-storage hydro and contracted wind and solar resources.

In 2015, more than one-third of the electricity produced by FirstEnergy’s generating fleet was from carbon-free sources, including 31.9 million MWH from three nuclear power stations, 1.6 million MWH from two hydro plants, 1.2 million MWH from seven wind facilities and 36,000 MWH from solar installations in Maryland and New Jersey.

We're proud of the leadership role our employees have taken in finding new and innovative ways to enhance our environmental performance.
ENVIRONMENTAL POLICY STATEMENT

FirstEnergy is committed to providing electricity to customers in a manner consistent with environmental policies, laws and regulations. We are achieving this objective by effectively managing the environmental impact of our activities, using natural resources wisely, improving our performance, enhancing our stewardship, and supporting research on innovative technologies. At FirstEnergy, our commitment to environmental management includes a Board of Directors committee, executive management committee and employee incentive compensation program linked to environmental performance.

PRODUCING ELECTRICITY IN AN ENVIRONMENTALLY SOUND MANNER

The electric power industry has long understood the need to produce electricity in an environmentally sound manner. Over the past two decades, we’ve made significant progress in reducing pollutants and greenhouse gas emissions.

FirstEnergy has spent more than $10 billion to enhance the environmental performance of the company’s generating fleet since the Clean Air Act became law in 1970, and these investments are making a difference.

We expect to achieve additional reductions in NO\textsubscript{x}, SO\textsubscript{2} and mercury emissions with the completion of Mercury and Air Toxics Standards (MATS) projects at our power plants in 2017.

Our efforts to protect the environment combine innovative technologies with proven and effective work processes. An expanded environmental management system provides up-to-date information to support our compliance with environmental standards.

We also use a rigorous Environmental Compliance Assistance Program, or ECAP. Company personnel who inspect our facilities—from generating plants to office buildings—conduct top-to-bottom operational reviews to ensure compliance with environmental regulations and company policies. This program also helps us identify best environmental practices that we can deploy companywide.
OUR LEED-CERTIFIED FACILITIES

West Akron Campus: We were awarded Gold Level certification by the U.S. Green Building Council’s LEED program for this project. LEED is an internationally recognized third-party green building certification system that certifies buildings have met the highest possible green building standards and verifies a project’s level of environmental responsibility and ability to provide occupants with a healthy place to live and work.

West Virginia Operations Headquarters: Our West Virginia Operations Headquarters in Fairmont, W.Va., which is home to Mon Power’s utility operations and a regional transmission control center, received certification by the LEED program.

Akron Control Center: Featuring sustainable building materials and construction practices, including wetlands protection and habitat restoration, our Akron Control Center earned LEED Silver Level certification.

LAND RECLAMATION PROJECTS

We’re making use of certain real estate assets to benefit our communities and the environment. Conservation programs include the maintenance and operation of the 730-acre Navarre Marsh adjacent to the company’s Davis-Besse Nuclear Power Station in Oak Harbor, Ohio, an important wildlife refuge and stopping point for migratory birds along two major flyways.

DEACTIVATED PLANTS

Closure of 11 of FirstEnergy’s older, less-efficient power plants since 2012 has supported the company’s transition to a cleaner energy fleet. During the deactivation process, we also took proactive measures to minimize the safety and environmental risks associated with plants on long-term deactivated status. These measures included cleaning ash ponds, removing oil from equipment, removing hazardous wastes and chemicals from the site, and cleaning storage tanks.

GREATER CLEVELAND AQUARIUM

Our commitment to beneficial reuse is demonstrated through our support of the FirstEnergy Powerhouse, a 19th century power plant that has been converted into the Greater Cleveland Aquarium. The 70,000-square-foot aquarium is home to thousands of fresh and saltwater fish and has become a key Cleveland attraction for residents and tourists alike.
REDUCING WATER USE

Water is essential to FirstEnergy’s ability to generate electricity, as many of our plants use water for steam production and plant cooling purposes. Our generation fleet operates closed-loop systems, which recirculate cooling water; and once-through cooling systems, which return most of the water to the source. From 2008 to 2015, the amount of water used to cool our power plants has decreased by 61 percent.

OUR POWER PLANTS ARE USING LESS WATER

Millions of Gallons of Water

![Bar chart showing water usage from 2008 to 2019]
REDUCING AND MANAGING WASTE

We’re constructing a new dewatering facility at our 2,490-MW Bruce Mansfield Plant in Pennsylvania, which will transform the plant’s wet coal combustion residuals (CCR) process into a dry process. Dry byproduct can be safely used in the closure of coal mining waste sites or placed in a landfill.

FirstEnergy also is committed to minimizing the amount of waste created at our three nuclear power plants and safely managing the waste that is produced. Low-level waste is made up of a variety of materials that have collected small amounts of radioactive particles. These items include protective clothing worn by employees working in certain areas of the plants, testing equipment, tools, resins and filters. These materials are carefully packaged and safely stored at each site until they are shipped to a federally licensed low-level waste disposal facility.

The spent nuclear fuel in our power plants is classified as high-level radioactive waste. It is composed of the same uranium fuel pellets and assemblies that formed the core of the reactor. Because the fuel is highly radioactive and hot, it requires shielding and cooling. Spent fuel is currently stored safely at each nuclear power plant in large, highly protected pools of water called spent fuel pools.

After several years, the spent fuel is moved into containers called casks, which are typically steel cylinders either welded or bolted closed. The fuel rods inside are surrounded by inert gas. Each cylinder is placed inside a vault made of concrete, steel or other material that provides additional shielding. Dry cask storage areas are built to withstand natural disasters and protected by extensive security.

With robust dry cask storage sites in place, FENOC plants can continue to operate well into the future with confidence that spent fuel can be safely and securely managed while protecting the health and safety of the public.

Under the Nuclear Federal Waste Policy Act of 1982, the U.S. Department of Energy (DOE) is responsible for developing a permanent repository for spent nuclear fuel.

NEW LED SIGNS FOR OUR AKRON HEADQUARTERS

We recently installed new light-emitting diode (LED) signs at our Akron headquarters. This technology is expected to be seven times more energy efficient than our former neon system and cost nearly 88 percent less to operate.

REMEDIA TION EFFORTS

FirstEnergy is dedicated to environmental remediation activities that restore legacy facilities owned by our companies, or predecessor companies, and make them available for redevelopment. These sites include the former locations of power plants, ash storage sites and historic manufactured gas plants.
WILDLIFE DIVERSITY PROJECTS AND AVIAN PROTECTION PROGRAMS

FirstEnergy’s conservation efforts include protecting wildlife and promoting wildlife diversity. We work closely with the U.S. Fish and Wildlife Service and various state agencies in building and maintaining our transmission lines and corridors. FirstEnergy also is partnering with state resource agencies and conservation groups for the enhancement and preservation of state and federally protected species. FirstEnergy is a member of the EEI Avian Power Line Interaction Committee, whose mission is to protect avian resources while enhancing service reliability. Our interactions with these resources are governed by our avian protection plan.

During the siting of new transmission corridors, extensive ecological studies identify potential risks to protected species, including birds, mammals and reptiles. These studies often have a significant effect on route selection and construction practices, including avoidance of sensitive areas and seasonal restrictions on vegetation clearing for construction and maintenance.

Transmission corridor maintenance activities occasionally require the removal of bird nests that have the potential to cause transmission outages. These nests are removed with oversight from the U.S. Fish and Wildlife Service and state natural resource agencies. Alternate nesting sites sometimes are used to reduce the likelihood of birds returning to a high-risk location.

FirstEnergy facilities host several peregrine falcon nesting boxes. Once approaching extinction, peregrine falcons now thrive in special boxes placed by the Ohio Department of Natural Resources at our Bay Shore and Eastlake power plants and Lake Shore transmission building.

FirstEnergy joined an initiative with EPRI and others to assist the U.S. Fish and Wildlife Service in its process to list threatened and endangered species. We are helping support and strengthen the review and listing process through the collection and dissemination of relevant technical data and information, and by addressing conservation planning as a means for species protection. Studies of two endangered species in our service territory have been completed, offering recommendations to improve their chances of recovery.

The FirstEnergy Foundation provided a grant to the Hawk Mountain Sanctuary Association in support of its mission to conserve birds of prey. Located in Berks County, Pa., Hawk Mountain is recognized worldwide as a global training and research center for raptor conservation.
RESPONSIBLE VEGETATION MANAGEMENT AND REFORESTATION

FirstEnergy’s vegetation management activities are essential to providing safe and reliable service to our customers and are based on integrated vegetation management practices. Responsible vegetation management involves removing, trimming or controlling trees and vegetation that could contact power lines, potentially causing a public safety hazard or service interruptions.

FirstEnergy supports and participates in research to identify more effective means of managing vegetation along our transmission and distribution line rights-of-way. We have collaborated on the Game Lands 33 Research and Demonstration Project near State College, Pa.—with the Pennsylvania Game Commission, Penn State University, Dow AgroSciences and Asplundh Tree Expert Company—to compare the effectiveness of various techniques used to control incompatible vegetation.

The Game Lands 33 study has demonstrated that an integrated vegetation maintenance program can create an ecologically vibrant and diverse plant and wildlife ecosystem within a maintained power line corridor without incompatible trees that pose a threat to system reliability. For more than 50 years, this project has focused on developing a plant community of low-cover-type species within the maintained rights-of-way and evaluating the effects on wildlife.

We’ve been conducting a five-year study with EPRI and the Cuyahoga Valley National Park in northeastern Ohio to study the invasive exotic plant ecology that exists in the park and along electric transmission rights-of-way in or near it. The study will compare how different vegetation management approaches affect plant community composition and structure, with specific attention to species abundance, dynamics and control.
CREATING HABITAT ATTRACTIVE TO POLLINATING INSECTS IN TRANSMISSION LINE RIGHTS-OF-WAY

We’re supporting a demonstration project that’s underway at The Ohio State University at Mansfield to use transmission line rights-of-way to encourage the growth of plant species that could help rejuvenate the declining populations of bees, monarch butterflies and other insects that pollinate flowers.
CONSERVATION PROGRAM PROTECTS AMERICAN KESTREL

JCP&L’s environmental conservation partnership with the New Jersey Audubon Society and the Division of Fish and Wildlife helps boost the population of the threatened American kestrel, North America’s smallest falcon. This successful collaboration has resulted in the birth of kestrel hatchlings at the South Branch Wildlife Management Area in Hunterdon County, N.J.

FirstEnergy is a founding member of the New Jersey Audubon Society’s Corporate Stewardship Council (CSC) and supports the group’s various initiatives for managing habitat and protecting endangered species. In 2013, JCP&L initiated its first habitat restoration project as part of the company’s participation in the CSC, at the South Branch Wildlife Management Area. By voluntarily removing and recycling old wire, transformers and utility poles left on site by the former owner, JCP&L provided a significant enhancement to the critical habitat at this 422-acre site. JCP&L’s efforts contributed to an ongoing large-scale grassland restoration to protect nesting populations of threatened and endangered grassland birds.

We also partner with the New Jersey Audubon Society to provide access to our Yards Creek pumped-storage hydro plant, which is near New Jersey’s premier hawk-watching areas and the Raccoon Ridge area of the Appalachian Trail. The Yards Creek Scout Reservation also is the site of another critical-habitat restoration project conducted by JCP&L and supported by the CSC. Volunteering the use of its personnel and heavy equipment, JCP&L provided a key component in removing non-native invasive vegetation that had adversely impacted many acres of woodland and young forest habitat vital for the survival of numerous wildlife species.
GLOBAL CLIMATE CHANGE
FirstEnergy is making the switch to a cleaner energy future by transitioning to renewable energy sources, deploying smart technologies and meeting our customers’ energy needs in a more environmentally sustainable way.

We’re also taking aggressive steps to improve the environmental performance of our operations in the years ahead. We’ve established a goal to reduce CO₂ emissions companywide by at least 90 percent below 2005 levels by 2045. This goal builds on the significant reduction in CO₂ emissions we have already achieved since 2005.
**OUR DIVERSE GENERATING FLEET**

FirstEnergy works to maintain a diverse fleet of generating sources in order to provide customers with safe, reliable, affordable and clean electricity. A diverse fleet is the best way to protect consumers from the price volatility and reliability concerns that come with over-reliance on a single generating source.

With the deactivation of a number of older coal-fired units and improvements in the efficiency of our remaining coal units, we’re also creating a fleet that is increasingly cleaner, with significantly lower CO₂ emissions.

**RESEARCH AND DEVELOPMENT SUPPORT**

FirstEnergy is an industry leader in pursuing new technologies that show promise in achieving reductions in CO₂ and other emissions. These include:

- Our $2 million grant to The University of Akron, which established the FirstEnergy Advanced Energy Research Center to build on existing research to support the development of carbon capture technologies and coal-based fuel cells for commercial use.
- Working with technology developers, including Babcock & Wilcox, The Ohio State University and SRI Inc., on new proprietary pollution control technologies. These include research into oxy coal-firing and solid sorbents—new technologies that may also help reduce CO₂ emissions.
- Research to develop and evaluate cost-effective solid sorbent materials for CO₂ capture, including work by EPRI and The University of Akron.
- Research and testing of PEVs with EPRI (and the help of a test group of customers who are driving PEVs) to evaluate the impact of this technology on the electric grid, improving air quality, and reducing greenhouse gas emissions and our dependence on foreign oil.
- Research on mercury emission reduction and the installation of new, first-of-a-kind, full-scale mercury emissions capture technology at our Fort Martin Power Station in West Virginia.
- EPRI-led research collaboration comprising universities, industrial companies and other utilities to support the transformation of the electric power system design and operation to integrate solar photovoltaic generation, load management and energy storage.
GLOBAL CLIMATE CHANGE

WORKPLACE CHARGING AND PLUG-IN ELECTRIC VEHICLE READINESS

FirstEnergy is actively supporting workplace charging and PEV readiness plans with the states in our service area. The implementation of new electric vehicle technology helps bring additional manufacturing and employment opportunities to many parts of our region.

Through EPRI, FirstEnergy has been part of several national collaborative research projects to ensure that PEVs are compatible with the utility grid. As part of this research, FirstEnergy is conducting demonstrations in Ohio and New Jersey to identify practical approaches to PEV charging and assess customer usage behaviors.

As part of our ongoing research, FirstEnergy also is deploying four plug-in hybrid electric vans in Ohio, Maryland and New Jersey as part of an EPRI national demonstration program. FirstEnergy has undertaken research initiatives with EPRI designed to ensure this technology is compatible with the grid infrastructure and supports reliable service. The objectives for this research include:

- Evaluating light- and medium-duty PEVs with all-electric range across the U.S.
- Developing a production-ready PEV system for light duty as well as medium- and heavy-duty trucks
- Quantifying performance attributes and environmental impacts
- Developing production-ready workplace and smart charging capabilities for PEVs

FirstEnergy also supports the deployment of non-road electric transportation technologies, such as electric forklifts, that provide customers with clean and cost-effective material handling solutions.

PLUG-IN ELECTRIC VEHICLES

PEVs, which are growing in popularity, enable drivers to take advantage of a vehicle technology that can save energy and money while having a positive impact on our environment and economy. These vehicles are recharged at home, work or at public charging stations at a fraction of the current price of gasoline. In addition, PEVs offer a step forward in clean transportation and energy independence.

For example, in Ohio we supported the Electric Vehicle Readiness Plan in partnership with EPRI and Clean Fuels Ohio, a statewide nonprofit organization dedicated to promoting the use of cleaner domestic fuels and efficient vehicles to the transportation industry, government and general public. Drive Electric Ohio encourages widespread use of PEV technology and ownership throughout the state. The plan identifies potential locations for charging stations convenient to a majority of Ohio residents. FirstEnergy, in partnership with the City of Akron, has installed charging stations at its Akron General Office, Akron Control Center and West Akron Campus locations, as well as the Austen BioInnovation Institute in Akron.
MAXIMIZING SOLAR AND ENERGY STORAGE INTEGRATION

FirstEnergy is part of a three-year, collaborative research project funded by the U.S. DOE SunShot Initiative to develop solar energy storage and a more secure and resilient electrical grid. The funding was awarded under DOE’s Sustainable and Holistic Integration of Energy Storage and Solar PV, or SHINES, program.

Led by EPRI, the project team also includes Case Western Reserve University, industrial companies and other utilities. As part of this project, researchers will investigate how to transform the design and operation of the electric power system to seamlessly integrate photovoltaic resources, load management and energy storage systems.

Launched in 2011, SunShot supports innovative efforts by private companies, universities and national laboratories to drive down the cost of solar electricity nationwide.
DISTRIBUTED ENERGY RESOURCE PROJECTS

Distributed energy resource projects include solar and wind systems, fuel cells and energy storage technologies that generate clean electricity or provide load management to enhance the electric system. FirstEnergy has a long history of supporting research in this area through EPRI, universities and demonstration projects.

In New Jersey and Ohio, the impact of distributed energy storage on the grid is being evaluated through studies and field tests involving advanced battery-based storage systems. In projects with EPRI, grid-interactive energy storage systems analyses are under evaluation to assess their potential benefits. In another EPRI project, an ice energy storage technology for air conditioning has been evaluated.

FirstEnergy also supports EPRI’s energy storage research to understand advanced technologies and key factors that may make storage technically and economically viable in the future. We are applying results from this R&D program to support integration of distribution-connected energy storage.

To help manage peak demand on the distribution system, we’ve completed evaluation of direct load-control technology with two-way communications capability on customers’ air conditioning equipment in New Jersey.

RENEWABLE ENERGY: FIRSTENERGY TESTS UTILITY-SCALE FUEL CELL SYSTEM

In collaboration with Ballard Power Systems of Vancouver, British Columbia, we conducted a five-year field demonstration of a utility-scale fuel cell. With first-of-its-kind capability to produce 1 MW of electricity—enough to power some 800 homes—the mobile fuel cell operated each summer when demand for electricity is highest. We have successfully shown the unit’s capability to change power levels and quickly cycle on and off several times each day.

Fueled by hydrogen and the air around us, the fuel cell efficiently and quietly generates clean energy through an electro-chemical reaction rather than combustion. It emits no air pollution and produces only pure water as a byproduct.
OUR COMMITMENT TO ENERGY EFFICIENCY

Our 10 utility companies help customers better manage their energy use through the energy efficiency programs they offer. These programs also play a key role in helping us meet state mandates for energy efficiency.

Ohio

Historically, Ohio Edison, The Illuminating Company and Toledo Edison have offered a portfolio of programs for residential, commercial and industrial customers. Our programs for residential customers included discounted compact fluorescent light and LED bulbs; rebates on the purchase of new, efficient appliances and products; rebates on the cost of home energy audits and heating, ventilation and air conditioning (HVAC) replacements; incentives to recycle older, less-efficient refrigerators, freezers and room air conditioners; home energy usage reports and energy efficiency kits; and targeted programs for low-income customers.

Our programs for commercial and industrial customers provided incentives to install efficient lighting, HVAC, motors, drives and other energy-efficient equipment and processes.

Ohio’s current mandated goals are to reduce electricity usage by 22.2 percent by 2027 and peak demand by 7.75 percent by 2020. In April 2016, the companies filed detailed energy efficiency and peak-demand-reduction plans, seeking approval from the PUCO to launch the programs in January 2017.
Pennsylvania

Phase II of Act 129, Pennsylvania’s energy efficiency law, requires our Met-Ed, Penelec, Penn Power and West Penn Power utilities to reduce electricity usage between 1.6 and 2.3 percent* between June 1, 2013, and May 31, 2016. Additionally, as part of Phase III of Act 129, our utilities are required to reduce usage between 2.6 and 4.0 percent* from June 1, 2016, through May 31, 2021, and to reduce peak demand up to 1.8 percent* from June 2017 through September 2020.

Our Pennsylvania operating companies’ Phase III new energy conservation plans were approved by the Pennsylvania Public Utility Commission in March 2016.

Maryland

Potomac Edison offers energy efficiency rebate and incentive programs under the state’s EmPOWER Maryland program, which encourages customers to save money and energy by investing in energy efficiency improvements.

Potomac Edison’s energy efficiency plans for the 2015 through 2017 period had previously targeted annual energy savings of approximately 1 percent per year. Under a new initiative, the Public Service Commission of Maryland has directed investor-owned electric utilities to ramp up incremental annual energy savings goals by 0.2 percent beginning in 2017 until reaching a goal of 2 percent energy savings annually. Potomac Edison has filed an update to its 2015 through 2017 plan to achieve the incremental energy savings target in 2017. The updated plan is pending approval by the Maryland Public Service Commission.

New Jersey

Rates for electric utility customers in New Jersey include a charge that funds the New Jersey Clean Energy programs offered by the state’s Office of Clean Energy.

West Virginia

West Virginia does not have legislation mandating energy efficiency, but Potomac Edison and Mon Power provide two energy efficiency programs—one for low-income customers and one for government, commercial and industrial facilities. Our West Virginia operating companies filed new energy efficiency and peak-demand-reduction plans covering the period Jan. 1, 2017, through May 31, 2018, that expand upon historical offerings.

* Depending on the operating company
ENERGY STAR HOME APPLIANCE REBATE PROGRAMS

Our Energy-Efficient Appliances and Products Programs, which are offered to customers in Pennsylvania and Maryland, are among our most popular energy efficiency programs. They enable customers to receive rebates on the purchase of ENERGY STAR®-certified appliances and household products that meet strict energy efficiency guidelines set by the EPA and are independently certified to save money without sacrificing features or functionality.

ENERGY STAR-certified products are wide-ranging and include energy-efficient light bulbs and fixtures, refrigerators, air conditioners, water heaters, electronics, and numerous other products.

More than 2.5 million energy-efficient light bulbs and electronics were sold at a discount through the ENERGY STAR program in 2015, and more than 43,000 rebates were issued to residential customers for the purchase of energy-efficient products. This has reduced electricity usage by about 90,000 MWH, enough to power more than 8,000 homes for a year.
OUR COMMITMENT TO RENEWABLE ENERGY

FirstEnergy continues to pursue new sources of clean, renewable energy and other opportunities to meet customers’ needs in an environmentally sound manner. We’re one of our region’s largest providers of renewable energy, with approximately 1,900 MW of pumped-storage hydro and contracted wind and solar resources. The diversity of FirstEnergy’s renewable energy portfolio has grown significantly, putting us in a strong position to meet changing environmental requirements.

Wind
FirstEnergy is one of the largest providers of wind energy in the region, with a portfolio of nearly 500 MW in Illinois, Pennsylvania and Ohio, and sales of 1.2 million MWH per year of wind generation from capacity under contract.

Solar
FirstEnergy has long-term contracts to purchase SRECs from solar projects across our service territory. We also have a long-term contract in place to purchase the output from Maryland Solar LLC, operator of the largest solar facility in the region. In 2014, the Smart Electric Power Alliance named JCP&L one of the top 10 utilities in the U.S. for the installation of new solar facilities and generation provided by solar power in its service area.

Hydroelectric
Pumped-storage hydro facilities enable storage of energy for use when it is needed most. During times of low demand for electricity, water is pumped uphill into a high-elevation reservoir. When demand for electricity is at its peak, the stored water is released to flow through turbines to produce electricity. FirstEnergy has 1,400 MW of hydroelectric generating capacity, all of it from pumped-storage hydro facilities.

THE SWITCH IS ON AT PROGRESSIVE FIELD

Beginning with the 2016 season, the Cleveland Indians are buying 100 percent Green-e® Energy Certified wind energy from FirstEnergy Solutions to power Progressive Field, significantly reducing the carbon footprint of the ballpark. The team’s annual electricity use is enough to power about 50,000 homes for one month.

With this wind power purchase, the Cleveland Indians join a small but elite group of professional teams with stadiums powered by 100 percent green energy.

Offering a renewable source of energy to the Indians not only underscores our longstanding partnership with this Cleveland institution, it also reinforces our history of supporting and investing in clean energy.
JCP&L SUPPORTS SOLAR ENERGY PROJECTS

JCP&L has supported construction of solar projects that have produced more than 160,000 MWH of emissions-free electricity through its participation in an SREC acquisition program designed to encourage solar energy production in New Jersey.

Through this program, JCP&L uses 10-year purchase agreements to secure SRECs produced by eligible solar projects, which include net-metered installations up to 2 MW in size, and grid supply projects located on properly closed landfills and brownfields. One SREC represents the solar renewable energy attributes of 1 MWH of generation, which means JCP&L has purchased and resold more than 160,000 SRECs through the program.

JCP&L, together with two other participating New Jersey utilities, is seeking to obtain up to 80 MW of SRECs over the next three years through the program, which to date has supported the completion of 316 new projects accounting for more than 56 MW of new solar capacity.

Also, through its ongoing support of New Jersey’s Clean Energy Program, JCP&L has interconnected 385 MW of net-metered solar facilities operated by its customers to its distribution system. In addition, FirstEnergy is engaged in research and development projects that will help support further integration of distributed renewable resources into our system in the future, while ensuring continued service reliability for our customers.

EPA’S CLEAN POWER PLAN

President Obama directed the U.S. EPA to sharply reduce greenhouse gas emissions from existing fossil-fuel-fired power plants through Clean Air Act regulations.

In October 2015, the EPA finalized the Clean Power Plan, which it says will reduce greenhouse gas emissions from existing fossil-fuel-based power plants by 32 percent below 2005 levels by 2030. Under Section 111(d) of the Clean Air Act, the Clean Power Plan sets carbon emission reduction targets, which vary from state to state. For example, Ohio must reduce emissions from existing units by 50 percent below 2005 levels by 2030, West Virginia by 46 percent, and Pennsylvania by 36 percent.

The Clean Power Plan calls for individual states to develop plans for meeting the EPA’s state-specific emission reduction goals by September 2016, with the opportunity for a two-year extension to 2018. However, in February 2016, the U.S. Supreme Court granted a petition from 27 states and other stakeholders to halt enforcement of the Clean Power Plan until after the legal challenges are resolved.
GREEN ENERGY FROM FIRSTENERGY SOLUTIONS

Offered through FirstEnergy Solutions, our green energy product gives customers in Ohio and Pennsylvania the option to reduce their environmental impact by supporting clean, renewable energy resources. The product is Green-e® Energy Certified by Green-e Energy, the nation’s leading independent certification and verification program for renewable energy and greenhouse gas emission reductions in the retail energy market.

Certification is important, because it assures customers who enroll in a green program that sufficient Renewable Energy Credits (RECs) will be purchased and retired to match their electricity usage over the length of their plan. This ensures electricity from renewable resources is generated and added to the power grid, displacing power that would have been produced from conventional sources.

We’re promoting our green offer through our new advertising campaign—The Switch Is On—which includes a dedicated website (theswitchison.com) that highlights our commitment to clean energy and the environment.

WHAT ARE RECS?

For every megawatt-hour of electricity produced from a renewable energy source, one REC is created.

RECs represent the positive, “green” attributes of renewable energy generation. Because renewable energy generators are connected to the electric grid in the same way as conventional electricity generators, when electricity from renewable sources enters the grid, it combines with electricity from conventional generating sources. When the number of RECs retired is equal to a customer’s usage, the customer is essentially supporting renewable electricity generation and reducing the need for fossil fuel-based generation sources to meet consumer demand.
A strong focus on health and safety
Health and safety are core values that shape every decision at every level of FirstEnergy. Reflecting these priorities, we strive to provide a safe and healthy work environment; to attain an incident-free, injury-free and illness-free workplace; and to promote, support and maintain public safety. To meet these goals, we remain focused on achieving excellent safety results. In 2015, FirstEnergy’s companywide OSHA-recordable injury rate was 0.83, which is less than one injury per 200,000 hours worked and places us in the top quartile in our industry.
RESPONSIBILITY AND ACCOUNTABILITY

Our employees and contractors strengthen our safety culture by taking personal accountability for their safety and looking out for the safety of their coworkers, customers and the public. They are expected to be thoroughly familiar and fully in compliance with all practices in the company’s health and safety programs, which ensure they have the tools, information and processes necessary to perform their duties safely.
SAFETY, EDUCATION AND TRAINING

Education and training are the keys to safety awareness and hazard recognition. FirstEnergy builds employees’ awareness and recognition skills through a number of essential programs that reinforce and supplement formal education and training programs. We do this by:

- Improving safety communications
- Following appropriate health and safety programs, rules and practices
- Implementing human performance principles
- Increasing safety awareness and hazard recognition
- Establishing corrective actions and accountability for incidents and accidents
- Motivating employees to work safely through personal example
- Rewarding strong safety performance through incentive compensation

MAKE SAFETY A WAY OF LIFE

Our safety vision is rooted in the concept that safety is our most important value, and that each of us is responsible for our safety and the safety of those around us. To ensure the safety of our employees and the public, we work every day to strengthen our safety culture and maintain an incident-free work environment.

Employees in our power plants and utility facilities rely on error-prevention tools—proven work practices that help keep the focus on working safely every day, on every job. These include conducting pre-job briefings, demonstrating a questioning attitude that welcomes thoughtful discussion, strictly following procedures that have been proven to lead to safe work execution, and taking time to review risks before performing critical steps.

At FirstEnergy, safety is more than a slogan. It’s a way of life.
NUCLEAR SAFETY

FENOC—including the Beaver Valley Power Station, Davis-Besse Nuclear Power Station and Perry Nuclear Power Plant—places a strong and clear emphasis on nuclear, personal and radiological safety throughout the fleet.

We’ve made safety the most important part of our organizational culture. In addition, we perform a rigorous, in-depth self-assessment of our safety culture strength biennially. This assessment is based on the 10 Traits of a Healthy Nuclear Safety Culture developed by the Institute of Nuclear Power Operations, a national organization that promotes operational excellence by setting performance objectives, criteria and guidelines industrywide for nuclear power plant operations.

SAFE OPERATIONS

Employees at our Davis-Besse Nuclear Power Station and Beaver Valley Power Station achieved significant safety milestones by working six consecutive years, from 2009 to 2015, without sustaining a lost workday injury.
HEALTH AND WELLNESS
In its fifth year, our Healthy Living program continues to provide employees with tools and resources to help them make positive health decisions and achieve personal health goals. Over time, the program has expanded to include several aspects of well-being, including physical, financial and emotional wellness.

In 2015, Healthy Living Fitness Challenge participants logged nearly 10.5 million exercise minutes. To create awareness of their health status and identify options for improving their health, approximately 5,400 employees attended on-site biometric screenings hosted at FirstEnergy locations across our service area.

CONTINUAL COMMITMENT
Achieving our employee and public safety goals requires constant attention, continuous improvement, focused education and training, and disciplined adherence to health and safety rules, regulations and practices. Our companies and employees embrace these commitments as a vital part of our daily operations.
A PLACE WHERE PEOPLE THRIVE
We are committed to building an inclusive workplace, where people feel valued, motivated and empowered, where their ideas are welcomed, and where they can make a positive impact on the business, our environment and in the community. We help employees reach their full potential as both individuals and professionals by providing them with opportunities to sharpen their skills, embrace new challenges, and advance their professional and personal growth. These efforts all take place in an environment that respects and rewards individual and team achievement and provides employees with the tools they need to be successful.
DIVERSITY COMMITMENT

We cultivate a diverse workforce, drawing upon distinct perspectives and skills to help us achieve superior financial, organizational and operational results. We value diversity and support work environments that foster teamwork, respect, candor, opportunity and inclusiveness.

WORKING TOGETHER

Achieving strong business results is the key to our company’s success, and we believe the actions taken to produce those results are equally important. At FirstEnergy, we emphasize the importance of open and honest communication, which sets the tone for how we work together with trust and mutual respect. The behaviors we value include being focused on our customers and communicating openly and honestly, and serve as reminders to employees of the standards we must meet in our day-to-day business activities.
TRAINING AND DEVELOPMENT

Employees want to know how they can contribute to the success of the company. We support their growth and achievement through learning from other employees, training and development programs and on-the-job experiences that increase their understanding of the company, improve their skills and provide the knowledge they need to succeed. Our Onboarding program enables us to begin developing strong connections with new employees and helps them understand their roles in achieving FirstEnergy’s goals and objectives.

Our Employee Development Center is home to the New Supervisor and Manager Program, which provides an open and collaborative environment in which new supervisors and managers receive the necessary training to make the transition to management. The center also provides employees with convenient access to professional and business skills training through an extensive library of web-based courses and videos.

BUILDING TOMORROW’S WORKFORCE

FirstEnergy is addressing a significant issue facing companies throughout the nation: the need to replace experienced employees who are reaching retirement age. To prepare for this transition—and to meet the workforce needs of our businesses—positions are being filled across the company through promotions, internal job postings and recruitment of talented people from outside the company.

In addition, several business units rely on our Co-Op/Intern program to build talent pipelines to fill future openings. We also focus our recruiting efforts on attracting candidates with military backgrounds as their skills and experiences align with our needs.

Established by FirstEnergy, the Power Systems Institute trains the next generation of line and substation workers for our FirstEnergy utilities. Nearly 1,100 students have been hired from the program since its start in 2000. In addition, our Power Plant Technology program trains the next generation of power plant workers for FirstEnergy Generation. Through a unique partnership with community colleges and universities across our service area, these programs combine classroom learning with hands-on skills training at company facilities. Students earn an Associate of Applied Science degree, and qualified graduates may be offered positions within FirstEnergy.
LABOR RELATIONS

We recognize and respect our employees’ rights to negotiate the terms of their employment with us through the labor unions they’ve chosen to represent them.

Approximately 45 percent of FirstEnergy employees are represented by 24 local unions covered by 22 collective bargaining agreements. These employees work in critical areas of our business, including electricity distribution and transmission, power generation and various support occupations. Each negotiated labor agreement establishes the terms and conditions of employment for the employees it affects.

We work with labor unions in key areas, such as implementing initiatives to foster a safety-first culture, offering enhanced technical training programs, advancing health and wellness, and building career pathways.

Unions that represent FirstEnergy employees include: International Brotherhood of Electrical Workers (IBEW), Utility Workers Union of America (UWUA) and the Office and Professional Employees International Union (OPEIU).
JCP&L PARTNERS WITH IBEW TO ENHANCE SERVICE RESTORATION EFFORTS

JCP&L is the first utility in New Jersey to partner with a local electrical trade union to provide damage assessment and public safety resources to help speed the service restoration process following severe weather or other major events.

Known as the JCP&L-IBEW Emergency Response Team, the initiative is designed to supplement JCP&L's existing workforce with trained, local electrical union members who are available for dispatch following major storms to protect the public from downed wires and other hazards, and to assess damage to our electrical equipment. Approximately 450 members of IBEW Locals 102 and 400 have completed JCP&L's emergency response training program and are ready to assist us in our service restoration efforts.

Our customers benefit from this unique partnership, which supports JCP&L’s dedicated employees when they safely and quickly work to get the lights back on following a major storm or outage event.

EXECUTIVE DIVERSITY & INCLUSION COUNCIL

In 2015, we formed the Executive Diversity & Inclusion Council to provide oversight and guidance for the development of our overall integrated diversity strategy. Using workforce diversity best practices and appropriate metrics, the council looks at ways to foster teamwork and inclusion; attract and develop a diverse workforce today and for years to come; and build relationships internally and externally with suppliers, the community and business partners.

Our goal is to create a culture where we respect differences and encourage teamwork. That begins with how we hire and develop key talent and ensuring we create an environment where employees feel welcome, motivated and enabled to do their best every day.
SUSTAINING HIGH LEVELS OF SERVICE RELIABILITY
Our region’s economic success and security depends on FirstEnergy’s ability to sustain reliable electric service. We have a strong track record of maintaining high levels of service reliability for our customers, and we are continuously enhancing our system to reduce both the frequency and duration of outages.
FirstEnergy uses standard industry metrics to gauge our service reliability:

- **System Average Interruption Duration Index (SAIDI)** measures the number of minutes over the year that the average customer is without power.

- **Customer Average Interruption Duration Index (CAIDI)** indicates how quickly on average we restore service.

- **System Average Interruption Frequency Index (SAIFI)** measures the average number of interruptions a customer would experience.

We constantly plan for emergency situations that could impact our ability to generate or deliver power to our customers. When significant outages occur, we rely on the industry’s mutual assistance network—a voluntary partnership of electric companies from across the country—to help restore power to our customers as quickly and safely as possible. Our service restoration and mutual assistance efforts have earned industry recognition from EEI.

By making ongoing investments in infrastructure and technology, we are decreasing the frequency and duration of outages and allowing for more efficient service restoration. For instance, remote monitoring devices can proactively evaluate the health of the electric grid and take corrective actions even before sustained outages occur.
COMMUNICATING WITH CUSTOMERS

We communicate with customers through a number of channels, including mobile devices, email, web-based tools and traditional media. Social media has become a vital communications platform for us—especially during major weather events, when keeping in contact with customers, local officials and media is critical. We also use social media to inform customers about upcoming enhancements to our electric system, vegetation management projects, community involvement activities, and to provide tips on energy efficiency and electrical safety.

Our mobile tools and website provide customers with on-the-go access to important and timely information regarding their electric service. They also can use our mobile-accessible 24/7 Power Center to view outage maps and check the progress of service restoration efforts if they experience a power outage.

Customers can receive alert notifications by email or text message with information about their account, weather conditions that may impact electrical service, or updates on reported outages. In addition, they can send us text messages to report outages, request updates on reported outages or make inquiries about their bill.

More than 1 million customers have enrolled in our eBill program, which offers a free, fast and green way for customers to securely receive, view and pay their electric bills from a mobile device or computer.

Our Speakers Bureau enables us to share our perspective with customers on key issues facing our company and the electric industry. Speakers Bureau presentations are given by knowledgeable employees to civic organizations such as Rotary and Kiwanis clubs, as well as chambers of commerce located within our service area. Presentation topics include energy efficiency, electrical safety, energy and the environment and nuclear energy.
As cyberattacks to the electric sector increase in number and sophistication, cybersecurity experts warn that the consequences of a successful attack could jeopardize public safety, as millions of households and businesses could be left without electricity. To mitigate this risk, we’re taking steps to address threats and attacks to our cyber and physical assets as well as developing partnerships with the federal government and the electric industry in these efforts.

Over the past few years, FirstEnergy has worked with the Department of Homeland Security (DHS), the DOE and Congress to share initiatives we are taking to address cyber threats. In 2013, FirstEnergy entered into a Cooperative Research and Development Agreement with DHS. And, in 2014, we began working directly with DOE as one of the first utilities to deploy the Cybersecurity Risk Information Sharing Program, or CRISP, tool. We strongly believe this sharing of critical information is essential to mitigating cyber threats and attacks and should be supported by the utility industry and the federal government.

Although cybersecurity efforts have been effective in addressing threats so far, we continually strengthen and build on these efforts to ensure they’re up to the task of meeting future cyber-related challenges.

In light of today’s threats and vulnerabilities, we’re focused on getting ahead of threats, rather than simply reacting to them. Our goal is to integrate information technologies, physical security and operational technology information by aggregating, correlating and analyzing it to be relevant, actionable and, when appropriate, shared.
We’re evaluating cyber threats to our systems communications network by employing Threat Intelligence Management, or TIM—which provides a more comprehensive, systemwide and consistent picture that can be used to detect and enhance responses to cyberattacks. TIM not only helps us better identify and analyze potential threats and attacks, it also supports more effective information sharing and greater collaboration among stakeholders. This results in more threat indicators, improved security, greater resilience of critical infrastructure and more effective collaboration between industry and government.

Equally important is the security of our physical assets—including the power plants, transmission and distribution infrastructure, substations and other equipment that generate and deliver electricity to customers. We continually assess the security of these assets to determine opportunities to bolster our defenses.

PROTECTING OUR ELECTRIC SYSTEM

Under the Energy Policy Act of 2005, the Federal Energy Regulatory Commission (FERC) oversees the reliability of the electric grid and is authorized to mandate cybersecurity standards. FERC has certified the North American Electric Reliability Corporation (NERC) to develop new Critical Infrastructure Protection (CIP) standards. We’re enhancing the security and reliability of our transmission-related cyber assets by deploying new CIP standards. Comprising approximately 140 requirements, these protective measures include the identification and documentation of cyber assets, enhanced security controls, personnel security training and awareness, and disaster recovery plans.
CREATING A SMARTER GRID

FirstEnergy is making investments in a smarter grid through our regulated operating companies as well as our transmission affiliates, where these investments can benefit the largest number of customers. As part of our Energizing the Future initiative, we’re investing in nearly 900 smart grid projects designed to enhance our transmission system.

With the inclusion of automated advanced equipment in our substations, we no longer must wait for field crews to operate line switches during outage events, which significantly reduces our response times. Digital relay devices also can detect and automatically isolate outages and efficiently restore power to customers. In addition, remote monitoring devices can proactively evaluate the health of the grid and take corrective actions before outages occur.

Cybersecurity also hinges on a smarter grid, and our Transmission Security Operations Center is equipped with sophisticated technologies designed to provide an early warning and rapid mitigation of security events.

FirstEnergy also is evaluating smart grid technology to help us better understand how it can be used to modernize the electricity distribution system and to further enhance service reliability. Partially funded by the U.S. DOE, pilot programs and technologies have been initiated in Ohio and New Jersey. As part of these studies, FirstEnergy developed advanced metering infrastructure, distribution automation, voltage support, time-based rate programs, direct load control devices and customer systems. Smart meters were piloted in Ohio, including a study to assess load impacts and customer acceptance of time-based rate programs.

In portions of The Illuminating Company, JCP&L and Met-Ed service areas, we are improving distribution circuit reliability and optimizing voltage on distribution circuits. Smart grid technologies have shown promise by demonstrating faster restoration and avoiding sustained power outages. Since we implemented this new technology, customers located in our Ohio pilot area have experienced an estimated 25 percent improvement in service reliability.

WHAT IS A SMART METER?

A key component of smart grid technology, a smart meter is a digital device with two-way communications that connects the utility with the customer, which can help utilities more efficiently identify and respond to customer service issues. Smart meters enable advanced capabilities, such as time-of-use and consumption data, price information, and notification of outage periods and voltage at the customer’s location. Once the technology is fully developed and integrated, smart meters could help customers make better-informed decisions about their electricity usage.
In February 2016, we filed a plan with the PUCO that includes options for further deployment of smart meters as well as other grid modernization technologies in Ohio.

In New Jersey, JCP&L evaluated the success of a smart grid program that encourages customers to reduce their electricity use during times of high demand. This program enabled real-time monitoring and control of non-critical, end-use equipment—such as residential air conditioners—during periods of peak demand.

In Pennsylvania, the Public Utility Commission approved our amended Smart Meter Deployment Plan, which calls for an accelerated deployment of smart meters in our Penn Power service territory. Installation began in July 2014, and approximately 163,000 meters were successfully deployed to nearly all our Penn Power customers by the end of 2015. This deployment also has included the testing and validation of supporting smart meter technology infrastructure. Our full Pennsylvania deployment plan is on schedule and is continuing in 2016 with full-scale deployment for nearly all of our Pennsylvania customers planned through mid-2019. We are on track to install approximately 500,000 meters annually from 2016 to 2018 with another 300,000 meters to be installed through mid-2019. Plans are to complete the installation by the end of 2022.

Once the smart meter network is fully integrated with our billing system, automated meter readings will occur each month. Billing will be based on customers’ energy consumption data, which is collected and transmitted a few times a day using short, extremely low-power radio transmissions through a wireless network system. Full functionality of smart meters and associated systems will be implemented over time.

We personally address customer questions related to smart meters, and we continue to educate communities about the technology through dedicated pages on our website and the distribution of informative brochures, fact sheets, door hangers and other customer-focused communications.

**WHAT IS A SMART GRID?**

A smart grid is a modernized electricity supply and distribution network that uses advanced automation and communications technology, including smart meters, to collect information such as energy usage to enhance the efficiency and reliability of service. Investment in smart grid technology benefits both consumers and utilities by strengthening the electric system that millions use daily.
ADVANCING SUSTAINABLE BUSINESS PRACTICES & ECONOMIC DEVELOPMENT EFFORTS
From sustainable procurement and promoting supplier diversity to strengthening our economic development efforts, FirstEnergy is committed to sustainable practices and investing in our communities.

MORE THAN $24B
IN CAPITAL INVESTMENT
OVER THE PAST 10 YEARS

NEARLY 79,000
JOBS CREATED
OVER THE PAST 10 YEARS
SUSTAINABLE PROCUREMENT

Given our position as a large purchaser, we have the ability to influence the move toward more sustainable supply chain practices. Toward this goal, we consistently strive to look beyond the up-front costs of goods and services and also take into account environmental and social risks and benefits.

We know our procurement decisions have an impact on the environment, economy and society—from the fuels we procure to generate electricity, to the kinds of vehicles that comprise our fleet. Sustainable procurement means ensuring the products and services we buy not only create value and benefits for our company, but reflect broader goals linked to resource efficiency, social responsibility and our region’s economic strength.

In collaboration with our suppliers, logistics partners and other stakeholders, we continuously work to create efficiencies within the supply chain while improving environmental and safety performance. Open, collaborative relationships with suppliers are vital to FirstEnergy’s success. We value suppliers who are committed to providing competitive prices and the highest standards of quality while minimizing their impacts on natural resources.
PROMOTING SUPPLIER DIVERSITY

FirstEnergy recognizes supplier diversity as essential to achieving our vision of providing superior value to our customers and investors. We support supplier diversity in all aspects of our business and supply chain practices.

We strive to make our supplier base as diverse as our customer base. For example, we connect certified, diverse businesses with opportunities to provide goods and services to FirstEnergy. In addition, we actively support supplier diversity initiatives at the federal, state and local levels, and we collaborate with various diversity-related advocacy organizations throughout our service area.

Our supplier diversity program focuses on building relationships with small, local and diverse enterprises, including historically underutilized businesses and those owned by minorities, women, veterans and other diverse groups. We work to align these firms with our company’s culture, supporting long-term business growth and success.

By sharing a vision of inclusiveness and creating sound business relationships, we strengthen economic development and viability in the communities we serve. Diversifying our vendor base also helps enhance competition among suppliers, resulting in increasingly innovative products and services, improved reliability and lower costs.
OUR ECONOMIC DEVELOPMENT EFFORTS

Over the past 10 years, FirstEnergy’s economic development efforts have helped attract more than $24 billion in capital investment and create nearly 79,000 jobs in our service area.*

As states, regions and cities compete more than ever for their share of economic activity, FirstEnergy promotes our service area’s capacity for meeting the needs of new and existing businesses. We assist site seekers with Location One Information System (LOIS), a web-based geographic search program that finds and analyzes potential sites for new commercial and industrial construction as well as existing space that may be on the market. The program also provides prospects with the ability to generate site-specific and countywide demographic and business analysis reports.

We continue to support community efforts to evaluate the economic impacts of prospects by offering IMPACTfactor+, a computer software program for economic development that models the increase in economic activity as a result of new investment in an area’s economy. The program enables us to generate customized reports for our county economic development partners, helping them measure the impact of new business development in the number of jobs, output, personal income and tax revenue (using industry-specific multipliers customized for their region).

FirstEnergy also continues to sponsor community-based business retention and expansion initiatives, including greater use of the Synchronist Business Information System. This system provides an early warning for potential issues that could impact the local economy—including market changes, facility changes, operating conditions and corporate strategy—and encourages companies and our economic development partners to take appropriate action. Several of our partners have received national recognition for their business retention efforts.

*Represents customers’ capital investment for new or retention expansion projects.
SHALE GAS OPPORTUNITIES

A significant portion of the Marcellus and Utica shale gas formations is located directly beneath FirstEnergy’s service area—primarily across western Pennsylvania, eastern Ohio and West Virginia. Manufacturing growth and other business opportunities resulting from shale gas provide encouraging signs of industrial sales growth and business development.

A team of FirstEnergy employees is working to leverage the economic potential of shale-related projects in our region. From gas drilling, gathering and transporting, to processing it into chemicals, plastics and other everyday products, our region is playing host to an energy-intensive industry. This could significantly boost our electric load as well as potentially create thousands of new jobs in our service area in the years ahead.

With the shale gas industry expected to account for approximately 600 MW of new load across our service area from 2016 through 2020, we believe shale-related development will bring a new, vital manufacturing base into former industrial areas in our region. We are focused on meeting the needs of this industry and are building new infrastructure to accommodate the expected increase in demand for electricity from new shale gas facilities and equipment. For example, our efforts support pipeline compressor stations powered by non-emitting electric motors, which are more reliable, quieter and more efficient than gas-powered compression equipment.

REDEVELOPING THE SITE OF OUR R.E. BURGER PLANT

PTT Global Chemical, Thailand’s largest integrated petrochemical and refining company, is proposing to develop an ethane cracker plant at the former site of our R.E. Burger plant in Belmont County, Ohio. The plant would represent a multibillion-dollar investment and bring hundreds of jobs and vital tax dollars to the shale-rich region where eastern Ohio, southwestern Pennsylvania and northern West Virginia meet along the Ohio River.

FirstEnergy, which has a long history of supporting the area where the Burger Plant operated through 2015, has been working with state and local officials and JobsOhio, a private nonprofit designed to drive job creation and new capital investment in the state, to identify new business projects for the area.

PTT Global Chemical announced its plans to develop an ethane cracker plant at the location in September 2015 and is investing $100 million to conduct a year-long detailed engineering design to determine the project’s feasibility. We have been active in remediation and demolition efforts to prepare the site for redevelopment.

An ethane cracker is a large petrochemical processing facility that would convert ethane extracted from the region’s Marcellus and Utica shale formations into ethylene, the building block for a broad range of plastics, resins, adhesives and synthetic products used in virtually every aspect of modern life. We believe locating an ethane cracker plant in Belmont County would jump-start the regional manufacturing base and promote further economic development, facilitating additional investments in the shale and petrochemical industries.
BRINGING GOOD ENERGY TO OUR COMMUNITIES
Our roots run deep in our communities. The resources of FirstEnergy and the FirstEnergy Foundation, combined with the energy and enthusiasm of our employees, benefit hundreds of organizations and thousands of people each year.

Our employees share a strong commitment to fostering the development of our neighborhoods and communities, and reaching out to help those in need. Our philosophy to generate goodwill, transmit knowledge, deliver support to enhance community relationships, and encourage employee volunteerism provides the basis for investing in our communities.

Bringing good energy to our communities means more than delivering safe and reliable power—it means making a commitment to building a brighter future for our employees, their families and the communities in which we live and work.
OUR PRIORITIES

Our charitable efforts focus on initiatives that parallel our business interests. For example, we work to improve the vitality of our communities and support programs that enhance the safety of our employees and customers. It’s all part of our efforts to help our communities and the people who live in them succeed.

We also promote quality of life and economic development initiatives, as well as projects that bolster community growth and stability. In addition, we encourage employees to volunteer and take on challenging community leadership roles, and we provide financial support to qualifying organizations where employees volunteer or hold leadership positions.

Educational initiatives are another priority for us. We are proud to support programs and projects that advance an educated workforce, such as literacy and science, technology, engineering and mathematics (STEM) education.

CORPORATE MEMBERSHIPS

We strongly encourage and proudly support participation in professional organizations, investing some $9 million annually in professional memberships. Our company and our employees are active in industry and professional organizations as well as chambers of commerce and economic development groups. These memberships strengthen the social and economic fabric of our communities and advance employees’ personal and professional development.

CORPORATE CONTRIBUTIONS

Since 2001, we have donated $9.3 million to enrich the quality of life in our communities. Whether it’s United Way or a local charitable agency, our corporate contributions are directed toward organizations and projects dedicated to improving the environmental, economic, social, educational and cultural aspects of the community.
EMPLOYEE VOLUNTEERISM

We believe that giving our time, talent and resources is as important as our financial contributions. That’s why FirstEnergy proudly supports our employees’ efforts to assist hundreds of organizations and thousands of people each year—from raising funds and feeding the hungry to building energy-efficient homes for low-income families.

Our employees’ volunteer efforts are inspiring. Following are just a few examples of how our employees contribute their time and efforts to community-based services:

- FirstEnergy employees serve as directors on the boards of various nonprofit organizations throughout our communities, including chambers of commerce, United Way, Junior Achievement, economic development corporations and health and human services organizations.
- In 2015, employee volunteers in Akron, Ohio, helped the Akron Children’s Hospital raise more than $480,000 during its 15th Annual Radiothon.
- Our employees in Pennsylvania share their time and talents at local Salvation Army agencies, distributing food and raising the funds necessary to provide quality social services for the entire community. They also raise money each year by participating in the American Cancer Society Relay For Life event.
- Employees at our Davis-Besse Nuclear Power Station raise money for 16 homeless shelters and food pantries as part of an annual holiday collection.
- Potomac Edison employees at our Williamsport, Md., office participate in a Toys for Tots program and collect gifts for local children.
- JCP&L employees in New Jersey offer their time cooking meals at homeless shelters, collecting food for food banks and pantries, outfitting children with coats, book bags and toys, and raising funds through events such as Making Strides Against Breast Cancer.
- West Penn Power employees at our Greensburg, Pa., office collect toys, clothing and other items for children in Westmoreland County as part of the Treasures for Children program. They also collect “Books for Soldiers” that are shipped to our military personnel.
- FirstEnergy and Ohio Edison employees have been dedicated AkronReads volunteer tutors for many years.
- Mon Power and Met-Ed have a longstanding team of employees who participate in Relay for Life, raising money for the American Cancer Society.
THE FIRSTENERGY FOUNDATION

Funded solely by FirstEnergy Corp., the FirstEnergy Foundation awards grants to qualified not-for-profit, tax-exempt organizations. These include the United Way, Habitat for Humanity, higher educational organizations, cultural and arts institutions, and organized civic and economic development groups throughout our service area and in communities where we conduct business.

To encourage personal philanthropy, the FirstEnergy Foundation matches employee contributions to qualifying educational, cultural, youth, civic and health and human services organizations. In fact, the Foundation has donated approximately $1.9 million by matching employee contributions to qualifying organizations.

HABITAT FOR HUMANITY

FirstEnergy’s longstanding partnership with Habitat for Humanity helps make home ownership possible for low-income families in the communities we serve. Since 2001, FirstEnergy has helped build 450 ENERGY STAR®-certified homes, many with high-efficiency appliances.

FirstEnergy employees have spent countless hours building affordable, energy-efficient homes, joining local Habitat volunteers to improve communities and the lives of families in our region.

SUMMER STEM CAMP FOR TEACHERS

The FirstEnergy Foundation provided support to the American Society of Materials International Education Foundation’s Materials Camp for northeast Ohio educators located in Cleveland. The program helps strengthen educators in high school-level, materials-based STEM studies.

Since 2001, we’ve awarded more than 625 STEM education grants to educators and youth group leaders for projects ranging from electric safety, magnetism and robotics to the physics of kites, superconductors and high-speed transportation.

UNITED WAY

Since 2001, the FirstEnergy Foundation, employees and retirees have contributed more than $57 million to United Way campaigns to help ensure the safety and health of the communities we serve.

We have long been strong supporters of United Way. In fact, FirstEnergy has received the Cornerstone Award every year since it was first presented in 2004 for total annual giving of more than $1 million.

In addition, hundreds of FirstEnergy employees have volunteered during United Way’s Day of Action by painting homes, trimming trees and shrubs, performing minor repairs and cleaning up trash. This activity promotes the spirit and value of volunteerism and team building, and helps our employees see firsthand how their United Way contributions are put to work by the nonprofit agencies that rely on these donations.
EDUCATIONAL RESOURCES AND SCHOOL ACTIVITIES

Teachers in our communities count on our support through much-needed grants and educational materials. For years, we’ve been lending a hand to teachers through programs that promote electrical safety, career development, proficiency and skills development for students, STEM education, literacy and other initiatives.

The FirstEnergy Educational Advisory Council—a panel of elementary, middle and high school teachers and administrators—helps us create and select timely and relevant educational materials that we provide to local schools and community groups.

AKRON MARATHON

We’re building on our 13-year partnership with the Akron Marathon by serving as the event’s new Presenting Sponsor. Many of our employees and customers participate in this world-class community event that now attracts more than 20,000 runners from across the country and beyond.

TAKING FLIGHT FOR A GOOD CAUSE

FirstEnergy has joined the Corporate Angel Network—a program that enables companies to offer empty seats on their corporate aircraft to cancer patients needing to travel for specialized treatment. This helps families struggling with cancer to have access to world-class medical care—and makes their travel more comfortable and convenient. Since 1981, Corporate Angel, based in White Plains, N.Y., has arranged more than 45,000 cancer patient flights.
As of March 2016, FirstEnergy Harvest for Hunger campaigns have raised $4.2 million, or the equivalent of more than 30 million meals, for community food pantries. Every March, we raise funds by offering everything from chili cook-offs and car washes to silent auctions and talent competitions. Employees are energized by fun, food and camaraderie as business units across the company engage in friendly competition to raise money for food banks in our communities.

The top fundraiser earns additional funding from the FirstEnergy Foundation for their local food bank. All contributions remain in the communities where they are raised, providing millions of meals to neighbors in need.
American Transmission Systems, Incorporated’s realignment cost recovery and cost allocation issues resulting from mandatory reliability standards; the uncertainties of various activity, including compliance and enforcement activity FERC-jurisdictional wholesale generation and transmission FERC regulation of cost-of-service rates, including FERC markets and FERC-jurisdictional wholesale transactions; including, but not limited to, the effects of the United States Environmental Protection Agency’s Clean Power Plan, Coal Combustion Residuals regulations, Cross-State Air Pollution Rule and Mercury and Air Toxics Standards programs, including our estimated costs of compliance, Clean Water Act (CWA) waste water effluent limitations for power plants, and CWA 316(b) water intake regulation; the uncertainty of the timing and amounts of the capital expenditures that may arise in connection with any litigation, including New Source Review litigation, or potential regulatory initiatives or rulemakings (including that such initiatives or rulemakings could result in our decision to deactivate or idle certain generating units); the uncertainties associated with the deactivation of certain older regulated and competitive fossil units, including the impact on vendor commitments and as it relates to the reliability of the transmission grid, the timing thereof; the impact of other future changes to the operational status or availability of our generating units and any capacity performance changes associated with unit unavailability; adverse regulatory or legal decisions and outcomes with respect to our nuclear operations (including, but not limited to, the revocation or non-renewal of necessary licenses, approvals or operating permits by the Nuclear Regulatory Commission or as a result of the incident at Japan’s Fukushima Daiichi Nuclear Plant); issues arising from the approvals or operating permits by the Nuclear Regulatory Commission or as a result of the incident at Japan’s Fukushima Daiichi Nuclear Plant; issues arising from the application of state and federal reliability standards and energy efficiency and peak demand reduction mandates; the ability to accomplish or realize anticipated benefits from strategic and financial goals, including, but not limited to, the ability to continue to reduce costs and to successfully execute our financial plans designed to improve our credit metrics and strengthen our balance sheet through, among other actions, our cash flow improvement plan and other proposed capital raising initiatives; our ability to improve electric commodity margins and the impact of, among other factors, the increased cost of fuel and fuel transportation on such margins; changing market conditions that could affect the measurement of certain liabilities and the value of assets held in our Nuclear Decommissioning Trusts, pension trusts and other trust funds, and cause us and/or our subsidiaries to make additional contributions sooner, or in amounts that are larger than currently anticipated; the impact of changes to material accounting policies; the ability to access the public securities and other capital and credit markets in accordance with our financial plans, the cost of such capital and overall condition of the capital and credit markets affecting us and our subsidiaries; actions that may be taken by credit rating agencies that could negatively affect us and/or our subsidiaries’ access to financing, increase the costs thereof, and increase requirements to post additional collateral to support outstanding commodity positions, letters of credit and other financial guarantees; changes in national and regional economic conditions affecting us, our subsidiaries and/or our major industrial and commercial customers, and other counterparties with which we do business, including fuel suppliers; the impact of any changes in tax laws or regulations or adverse tax audit results or rulings; issues concerning the stability of domestic and foreign financial institutions and counterparties with which we do business; the risks associated with cyber-attacks and other disruptions to our information technology system that may compromise our generation, transmission and/or distribution services and data security breaches of sensitive data, intellectual property and proprietary or personally identifiable information regarding our business, employees, shareholders, customers, suppliers, business partners and other individuals in our data centers and on our networks; and the risks and other factors discussed from time to time in our United States Securities and Exchange Commission (SEC) filings, and other similar factors.

The foregoing factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements and risks that are included in our filings with the SEC, including but not limited to the most recent Annual Report on Form 10-K and any subsequent Quarterly Reports on Form 10-Q. New factors emerge from time to time, and it is not possible for management to predict all such factors, nor assess the impact of any such factor on FirstEnergy’s business or the extent to which any factor, or combination of factors, may cause results to differ materially from those contained in any forward-looking statements. FirstEnergy expressly disclaims any current intention to update, except as required by law, any forward-looking statements contained herein as a result of new information, future events or otherwise.