



Ohio Edison • The Illuminating Company • Toledo Edison
Met-Ed • Penelec • Penn Power • Jersey Central Power & Light
West Penn Power • Mon Power • Potomac Edison

FirstEnergy's Commitment to You

To Our Customers:

The coronavirus health emergency is likely to disrupt our daily lives for some time to come. FirstEnergy is prepared to face this crisis, and keep power flowing to you around the clock.

Our first priority, as always, is the safety of our workers and customers. We are closely monitoring developments related to this pandemic through our internal medical consultants as well as the Centers for Disease Control, the National Institutes of Health and the World Health Organization.

Our crews are focused on serving you while putting appropriate protective measures in place to prevent the spread of coronavirus. Keep in mind our line workers and field personnel perform almost all of their work outside of homes and businesses, with minimal interaction with customers or the general public. When such interactions are required, appropriate preventive measures like social distancing will be in place to help protect all parties.

We know our customers' normal routines may be disrupted during this time, from altered work and school arrangements to cancelled events and travel plans. To help customers facing financial difficulties, we have suspended all service shutoffs for past-due accounts until further notice.

If you have trouble paying your bill, we are willing to work with you. Various payment options are available, including:

- Budget billing, a program that averages usage over 12 months to offer the same bill amount each month.
- Energy assistance programs or other payment arrangements for eligible customers, based on their situation and state of residence.

Unfortunately, this crisis also provides an opportunity for scammers, who prey on fears to achieve their illegal gains. Please remain alert to interactions that seem improper, including calls demanding payment to avoid immediate shutoff. If you sense something isn't right, please call your utility customer service number:

- | | |
|--------------------------------|----------------|
| ○ Ohio Edison | 1-800-633-4766 |
| ○ The Illuminating Company | 1-800-589-3101 |
| ○ Toledo Edison | 1-800-447-3333 |
| ○ Met-Ed | 1-800-545-7741 |
| ○ Penelec | 1-800-545-7741 |
| ○ Penn Power | 1-800-720-3600 |
| ○ West Penn Power | 1-800-686-0021 |
| ○ Jersey Central Power & Light | 1-800-662-3115 |
| ○ Mon Power | 1-800-686-0022 |

o Potomac Edison

1-800-686-0011

This pandemic is unfolding, with new information available at regular intervals. Please remain informed and keep yourself and your family safe during this time. We stand ready to assist you as we move through this situation together, and we're committed to keeping the lights on for you.

Sincerely,

A handwritten signature in black ink that reads "Chuck Jones". The signature is written in a cursive style with a large initial "C".

Chuck Jones
President & Chief Executive Officer
FirstEnergy