



Reporting an outage on Facebook...

Now that's a first.

At JCP&L we're providing more ways for our customers to report outages and check the progress of our efforts to restore service. We're the first electric utility in New Jersey to offer outage reporting on our Facebook page.

Now JCP&L customers have four easy options:

- ➊ Visit facebook.com/JCPandL and click the "Report an Outage" tab
- ➋ Sign up for text messaging with us and text "OUT" from your mobile phone
- ➌ Visit our 24/7 Power Center on www.jcp-l.com using a smartphone, tablet or laptop
- ➍ Call 1-888-LIGHTSS to speak with a representative

To learn more visit
www.jcp-l.com/connect



Jersey Central[®]
Power & Light

A FirstEnergy Company

Communication Tools for Utility Customers

Power in the palm of your hand

Communication tools from Jersey Central Power & Light (JCP&L) provide customers with simple and convenient ways to get the most current information related to their electric service, using the mediums they prefer.

Alerts offer important notifications related to power outages or bills

Customers can sign up to receive automated emails or text messages to stay informed on topics including:

- Restoration updates in the event of an extended power outage
- Notifications of expected power interruptions for scheduled service reliability work
- Severe weather alerts in advance of storms
- Billing reminders, including new bill available, payment due, payment posted or no payment received
- Reminders of scheduled meter reading date

Get personalized account information with two-way text messaging

Using a series of short codes, customers can send text messages to 544487 (LIGHTS) to report a power outage, request a status update on a reported outage, or make billing inquiries from a mobile phone. This customer-initiated tool utilizes the existing text message service on a mobile device.

Short codes and frequently asked questions are available at www.firstenergycorp.com/connect.

Mobile website and smartphone app offer on-the-go access to account services

With our mobile-optimized website and smartphone app, customers can easily manage their electric accounts on the go. Features include:

- Easy outage reporting and access to the mobile-optimized 24/7 Power Center outage maps
- Secure management of a customer's electric account
- A click-to-call feature to reach our contact center
- Access to our full website

Customers will automatically connect to the mobile website when using a smartphone to visit www.icp-l.com. The smartphone app is available for Apple® iPhone® and Android™ devices. Search for "FirstEnergy" or "JCP&L" in the app store.

Enhanced 24/7 Power Center provides the most current outage information

Our enhanced 24/7 Power Center outage maps, available at www.firstenergycorp.com/outages, now display individual outage locations with best-available estimated restoration times, the possible cause of the service disruption and crew status.

In addition, customers can receive a status update on a reported outage by logging into their accounts on the full or mobile website. Information about other outage activity in the customer's area also will be displayed.

Connect with JCP&L on social media



Visit www.firstenergycorp.com/connect for more information and to enroll in alerts or text messaging.

JCP&L is committed to delivering safe, reliable and affordable electricity to the 1.1 million customers we're privileged to serve.

We're spending more than \$250 million in 2014 on projects designed to further expand and strengthen our electric infrastructure and enhance service reliability.

JCP&L Highlights

- Based in Morristown, JCP&L serves 1.1 million customers in 13 counties within a 3,300-square-mile area of northern and central New Jersey
- New leadership team, driving fundamental changes and process improvements that will strengthen our performance
- 1,400 employees in New Jersey
- Approximately 1,600 retirees in the state
- Approximately 4,700 FirstEnergy shareholders in the state
- \$51 million in state and local taxes paid in New Jersey in 2012, including income, property and other taxes
- \$66 million in annual purchases of local goods and services in New Jersey
- \$5.6 billion in assets, including 68 buildings, 19,209 circuit miles of transmission and distribution lines, 288 substations, and interest in one hydro power plant
- During the past 10 years, support of economic development projects generating \$1.6 billion in capital investments, creating or retaining approximately 22,500 jobs

