

EMPLOYEE

ENVIRONMENTAL

SOCIAL

GOVERNANCE

ENERGY to Light the Way

Our Mission

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



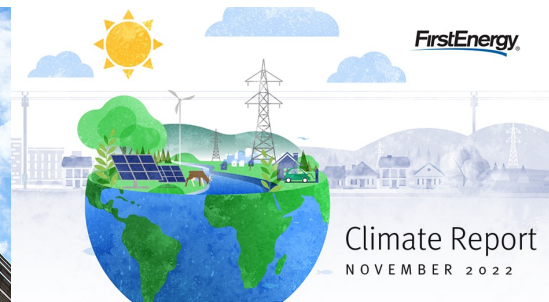
2023 EESG Highlights



FirstEnergy



Corporate Engagement Report



FirstEnergy

Climate Report
NOVEMBER 2022



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We strive to develop a safe, inclusive, equitable and rewarding work culture, where diversity and innovation drive continuous improvement and empower us to make our customers' lives brighter and our communities stronger.

Our employees are essential to FirstEnergy's long-term growth and success – advancing our business strategy, driving EESG performance and turning our forward-thinking vision into a reality.

Transforming our company culture is foundational to achieving our company's strategy. Our core values – Integrity; Safety; Diversity, Equity and Inclusion (DEI); Performance Excellence; and Stewardship – are the foundation of our transformation, our strategy and ultimately FirstEnergy's long-term success.

As part of our transformation, we prioritize these values in everything we do, internally and externally. They guide our behavior, our decisions and ultimately the actions that create our performance and success. Creating a work environment that fosters diversity, equity and inclusion and prioritizes employees' safety, health and well-being is also key to that cultural transformation.

DIVERSITY, EQUITY AND INCLUSION

Diversity, Equity and Inclusion (DEI) is a core value that positions us to deliver better service to customers, strengthen our operational performance and create an inclusive work environment where employees feel valued and respected. We're committed to developing a diverse workforce, reflective of the communities we serve, and to holding ourselves accountable to our DEI goals.

[READ MORE](#)

ENGAGED AND EMPOWERED EMPLOYEES

Our employees are doing more than bringing our customers energy for the here and now. Our diverse and talented workforce is powering exciting opportunities for all that lies ahead. And we're investing in them – so they can light the way in the communities where they live, work and play.

[READ MORE](#)

SAFETY, HEALTH AND WELLNESS

Every employee has the power to influence safety at FirstEnergy – and we all share the common goal of keeping ourselves, our customers and our communities safe. Living our core value of Safety also includes building a culture where employees feel free to be their authentic selves and share ideas.

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TALENT MANAGEMENT AND DEVELOPMENT

We're preparing our high-performing workforce for the future through our transparent talent management process and employee development programs – helping each employee reach their full potential in our organization.

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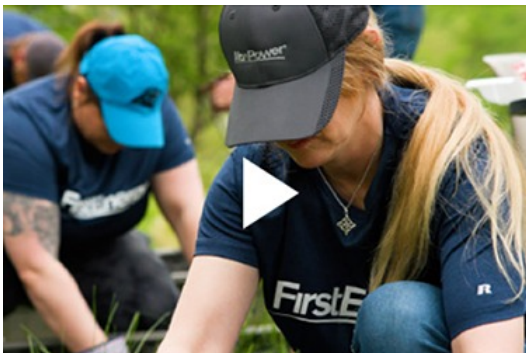


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Celebrating Employees Who Light the Way

When it comes to living our company culture and practicing responsible business, we turn to our employees for inspiration. At FirstEnergy, we believe we are more than an electric company. We are 12,000 employees with the power to be a catalyst for good – a diverse and talented team accomplishing remarkable things every day.

Our employees are doing more than bringing our customers energy for the here and now. They are powering exciting opportunities for all that lies ahead. And we're investing in them – so they can invest in the communities where they live, work and play.



Green Teams

From park beautification and pollinator gardens to recycling utility poles and planting community gardens, our employees are giving their time and talents to preserve and protect the environment.



Victor Coleman, External Affairs Consultant:

Dr. V is inspiring kids and adults in our community to do great things and be even greater people.

Recognizing Employee Excellence

FirstEnergy employees are doing great things for the company and in the communities we serve – from developing ways to work smarter; to fostering a culture of diversity, equity and inclusion; to saving someone from a dangerous situation. We're lighting the way in more ways than one and shining a light on these phenomenal employees.

FirstEnergy Hero Awards

The FirstEnergy Hero Awards program was introduced in early 2015 to recognize deserving individuals or groups who have gone above and beyond to help someone in need through a heroic act of courage and compassion. To date, 53 employee heroes have been recognized. A selection committee representing business units across the company reviews nominations and recommends a slate of nominees to President and CEO Brian Tierney for final approval of Gold, Silver, Bronze and Honorable Mention award recipients. In 2023, the following FirstEnergy employees were recognized:

GOLD:

Steve McLaughlin, Line Serviceman, Ohio Edison Warren Line Dept

Steve saved the life of his neighbors, an airplane pilot and son who crashed in the front yard of his home. He used fire extinguishers from his truck to hold back the flames and pulled the pilot and his son from the wreckage before the plane was completely consumed with fire.

SILVER:

Thane Wolford, Regional Dist. Systems Operator West, Ohio Edison

Thane was reading a meter at an Akron residence when a teenager jumped into a nearby pool and began to drown. While someone else called 911, Thane jumped in the pool and saved the boy from drowning.

BRONZE:

Bryan Blankenship, Underground Electrician, The Illuminating Company

While working an overtime assignment, Bryan and his partner stopped to take their meal break. When another guest started choking, Bryan jumped up and performed the Heimlich maneuver to dislodge the piece of food stuck in the diner's throat.

Zach Piper, Lineworker A, Penelec

During a December church service, an elderly woman sitting next to Zach fell unconscious. Zach reacted immediately by laying her down in the aisle and performing CPR. With the help of another church attendee, Zach managed to bring her back to consciousness.

Gerard Weis, Distribution Technician Substation IV, JCP&L

A former EMT, Gerard recognized quickly when, during a phone call, a coworker was experiencing a medical emergency, which turned out to be a stroke. Gerald stayed on the phone with his coworker while the JCP&L Distribution Control Center in Morristown, New Jersey, helped EMS services locate him, making sure he received prompt medical attention.

HONORABLE MENTION:

Billie Minninger, HR Representative III Akron/Fairlawn

Upon discovering that a coworker was living in a car with few belongings, Billie offered her coworker a home and helped find affordable housing, medical services and free car repair to help her get a new start.

Sue Peffley, Senior Business Analyst

When a cyclist lost control of his bike and crashed, Sue immediately stopped, activating her hazard lights to slow advancing traffic, and got out of her vehicle to see if the cyclist was okay. Suzi stayed with the cyclist until his wife arranged for an ambulance to transport him, then drove his wife to the hospital as well.

Values in Action

FirstEnergy's core values are shared by everyone in the organization and encompass what matters most to us. They guide the decisions we make, inspire the actions we take and shine a light on who we aspire to be in the future. Our Values in Action series is an internal recognition program that features teams and employees who are living our values within our company and the communities we serve.



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DIVERSITY, EQUITY AND INCLUSION

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OUR DEI ASPIRATIONS

Diversity, Equity and Inclusion (DEI) is a core value that positions us to deliver better service to customers, strengthen our operational performance and create an inclusive work environment where employees feel valued and respected. Embracing DEI means challenging assumptions, seeing discomfort as an opportunity to grow, constantly evaluating progress and holding ourselves accountable to our goals. Our DEI strategy aligns around three pillars:

- Building a diverse workforce for the future that reflects the communities we serve.
- Advancing our culture of inclusion and belonging.
- Partnering so our communities can grow and thrive.

FirstEnergy is committed to advancing DEI in our workplace. Here are some of the highlights:

2023 SUPPLIER DIVERSITY SPEND **\$616M**

Expanded our compensable DEI Key Performance Indicator to include supplier diversity with a threshold of 16.3% of our total diverse spend. 2023 results were \$616M which represents 16.9% and was an increase of \$117M in our supplier diversity spend.

+BARGAINING

Expanded our DEI Council to add representation of our bargaining employees.

FirstEnergy
Ambassador Network

+460
EMPLOYEES

FirstEnergy Ambassador

3K
EMPLOYEES

Engaged approximately 3,000 employees in advancing DEI through our eight Employee Business Resource Groups including 20 chapters across the enterprise.

0.0

EMPLOYEES
Network leverages over 460 employees who build long-term sustained relationships with targeted colleges/universities, school districts and professional organizations to build diverse talent pools.

7.5% → 9.2%
Increased the diversity of our leadership team from 7.5% in 2020 to 9.2% in 2023.

OVERSIGHT AND ACCOUNTABILITY


High-level oversight of diversity, equity and inclusion for our employees belongs to the Compensation Committee of the Board. To align with our companywide focus, our Board is also committed to a policy of inclusiveness and actively seeks a diverse slate of candidates for director positions. Our Board is comprised of 40% female directors and 50% diverse directors by gender, race and ethnicity combined.

Our DEI Council is focused on fostering workforce diversity, creating an inclusive work environment and providing oversight and guidance for FirstEnergy's integrated DEI strategy. The DEI Council is comprised of various levels of leaders in the organization, including bargaining employee representation.

To read more about our Board's focus on DEI, please see the [Proxy Statement](#).

WORKFORCE DIVERSITY

When our team reflects the diversity of the communities we serve, we can better understand and meet our customers' needs. We remain committed to hiring and promoting excellent, qualified candidates and have an aspirational goal to achieve a 30% increase, from our 2020 baseline, in the number of racially- and ethnically- diverse employees by 2025 – both companywide and at the supervisor-and-above leadership level.

We monitor our year-over-year progress to help us understand where we are progressing toward our goals and where we may need to make changes. For more information about FirstEnergy's workforce demographics, view our [2023 Employer Information Report](#) .

EQUITABLE AND INCLUSIVE CULTURE

We're focused on promoting workplace equity, creating an open and inclusive culture and providing opportunities for employees and leaders to speak up about important DEI topics. The culture we're building extends beyond compliance, empowering employees to be candid, explore creative solutions, question freely and transform mistakes into opportunities for both individual and company growth.

Key equity and inclusion efforts include:

- **Providing Workplace Flexibility:** FirstEnergy office employees remain highly productive and continue to meet customer and business needs outside of a traditional office setting. Accordingly, the company continues to provide workplace flexibility even post-Covid.
- **Ensuring Fair and Equitable Compensation:** We're committed to ensuring that our internal policies and processes support pay equity, which is periodically confirmed by a third-party review. Our internal processes also monitor and ensure pay equity considerations are part of our normal ongoing process.
- **Listening to Employee Feedback:** Throughout the year, employees are encouraged to provide feedback about the company's work environment and leadership through FirstEnergy Live events, anonymous surveys and discussion opportunities during meetings with department leaders. With employees' voices to guide us, we're continuing our transformation to a value and people centered company.
- **Engaging Employees in our DEI actions:** In addition to our DEI Council, a DEI Working Group comprised of managers and individual contributors shares the results from our employee engagement surveys and guides the work of our DEI Implementation Team of more than 200 employees who help implement actions locally.
- **Participating in our Employee Business Resource Groups (EBRGs):** Our [employee-driven EBRGs](#) build inclusivity and connect employees by providing education, professional development, volunteering and networking opportunities to their members and allies. With 21 different chapters of our eight EBRGs, over 3,200 employees, or a quarter of our workforce, have taken advantage of this opportunity to connect and grow.



FirstEnergy MOSaic
A FirstEnergy Employee Business Resource Group

Serves as a resource to FirstEnergy's people of color and their allies and seeks to further strengthen recruitment, development and advocacy for people of color.



FirstEnergy



Strives to positively influence the organizational culture to ensure the hiring and development of veterans and to assist the organization in achieving its diversity, equity and inclusion business imperative and aspirations.



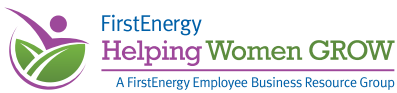
Develops current and future women leaders for leadership positions and addresses the challenges of work-life balance.



Enhances the engagement and feeling of belonging of LGBTQ+ and allies within FirstEnergy by providing a safe and supportive environment through a partnership between corporate, community and member employees.



Serves as a resource for mental wellness and advocates for employees with physical and mental disabilities and major illnesses, as well as family members and friends who support and assist them. The group is committed to fostering an inclusive work environment where employees of all abilities are empowered to be authentic, valued and respected.



Supports the professional and personal development of women in our customer contact centers and develops women leaders across the company through mentorship opportunities.



Provides workplace support to create balance between career and family while raising awareness of issues facing caregivers and taking steps to positively change our culture around caregiving.



Provides opportunities to connect, engage and grow through professional development, education, events and community involvement. The group is committed to our employees' growth, expanding their knowledge and shaping the future of our company and the energy industry through internal and external opportunities.



Provides opportunities for employee fellowship of diverse faiths, spiritual worldviews, and allies that partner in experiencing, contemplating and synthesizing diversity and inclusiveness principals in the workplace and community at large as they support FirstEnergy's business strategy and DEI goals.

DEI RECOGNITION

Our ongoing commitment to DEI remains essential to our forward-looking and future-building strategy, and we continue to earn local and national recognition for our efforts. Since 2020, our company has been named as a leading diversity employer by *G.I. Jobs* magazine, Forbes, DiversityInc, The National Organization on Disability and Minority Engineer Magazine, with additional awards from the Bloomberg Gender-Equality Index, Commerce and Industry Association of New Jersey (CIANJ), Crain's Cleveland Business magazine and U.S. Veterans Magazine.

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TALENT MANAGEMENT AND EMPLOYEE DEVELOPMENT

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WHO WE ARE

We believe understanding our rapidly changing industry and our company strategy is key to our employees' abilities to support our mission and meet our customers' evolving needs. We are committed to preparing our workforce for the future and helping employees reach their full potential.

Built upon our core values, our talent management and total rewards processes are designed to attract, retain, focus, reward and develop a diverse and skilled workforce. We're setting and achieving goals in three core areas: building diverse and high-performing teams within a culture of the highest standards of integrity and ethics; creating an inclusive environment of respect, appreciation and acceptance for everyone; and helping employees grow, develop and reach their full potential.

For more workforce demographics, please visit our [EESG data tables](#).

RECRUITING AND HIRING A DIVERSE, HIGH-PERFORMING WORKFORCE

FirstEnergy's recruiting, interviewing and hiring processes leverage many recognized best practices to help ensure the best candidate is selected for every open position.

Our key recruiting and hiring practices include:

- Requiring diverse candidate and interview slates for positions where racially and ethnically diverse or female employees are historically underrepresented, taking into account external labor market data.
- Requiring racially and ethnically diverse interview panels for director-and-above positions.
- Building a hiring champion network of over 600 employees who have been trained to support interview panels and help ensure an objective, consistent approach for the interview and selection processes.
- Providing training for all hiring managers and interview team members to mitigate unconscious bias in the selection process.

BUILDING THE TALENT PIPELINE

Our Co-op/Intern program is one of the ways we develop the talent pipeline by providing meaningful and challenging work assignments and professional development, mentorship and networking opportunities to college students. In 2023, we successfully converted over 80% of graduating co-ops/interns, far exceeding the benchmark of 57% reported by the National Association of Colleges and Employers.

Our co-op program is rated second in Vault's list of [2024 Best Energy & Renewables](#), based on survey results from thousands of current and former interns in 2023.

We continue to build and strengthen our talent pipeline through a variety of programs, including:

Ambassador Network

We're investing in our FirstEnergy Ambassador Network (FAN) to engage employees across the organization with a broad network of colleges and universities, professional societies and community organizations to increase awareness of careers in the energy sector and build a diverse talent pipeline for our company.

Akron Public Schools (Ohio)

FAN has built a partnership with Akron Public Schools and participates in several career expos and offers shadowing and internship opportunities along with classroom project support. Ambassadors provide guidance for graduates who want to start a career right out of high school as well as those pursuing a college degree in a variety of majors

Line Worker Apprenticeship Program

To help ensure FirstEnergy continues to have a steady pipeline of high-quality talent in our line and substation workforce, the company has introduced a paid apprenticeship program. The fresh and forward-thinking apprenticeship program is in step with today's competitive labor market and completely suited to our specific workforce needs.

The FirstEnergy apprenticeship program offers apprentices paid employment from the beginning of their training. During their apprenticeships, new hires learn foundational skills from veteran instructors taught in both a classroom and hands-on settings. The program also offers opportunities for apprentices to develop relationships with seasoned employees at the onset of the training experience. Those who enter the apprenticeship program begin their progression to becoming a journey-level line worker or substation electrician.

Please visit our [Line Worker Apprenticeship Program page](#) for more information.

EMPLOYEE DEVELOPMENT

Employee development is another key talent management process. We are committed to preparing our high-performing workforce for the future and helping each employee develop their skills and competencies to reach their full potential. Our learning and development strategy encompasses a range of employee development and training programs designed to help our employees achieve professional goals and drive FirstEnergy's success.

Employee Education and Certification

We help our employees pursue degrees and certifications to advance their careers and enhance their contributions to FirstEnergy. Through our comprehensive tuition reimbursement program (capped at \$5,250 per year per person), we assist all regular, full-time employees, including union members, with the costs of satisfactorily completed courses of study directly related to our business. In addition, our *Educate to Elevate* program assists employees in pursuing associate and bachelor's degrees at partner colleges and universities in Toledo (Owens College), Akron (Stark State and The University of Akron), Reading (Alvernia University) and Fairmont (Pierpont College). The benefits of this program include tuition deferment and a cohort-style approach with other FirstEnergy employees.

Mentoring Program

Our formal mentoring program matches mentees with mentors who can support their long-term career growth. It is designed to create collaborative, two-way partnerships that encourage individual development through sharing expertise, values, perspectives and attitudes. We offer an open enrollment mentoring program, available to all non-bargaining employees to be a mentor, mentee or both. In addition, we have a hand-matching program to support



Data is representative of Year End, 2023. Bargaining Unit employees are not eligible to participate in the mentoring program currently, except for the Reading Contact Center. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category. Demographic information is based on employee voluntary self-identification.

WORKFORCE RETENTION

One hallmark of an inclusive workplace is that employees choose to stay and build their careers with us. We monitor attrition rates across all employee demographics as an indicator of job satisfaction and engagement.

We are committed to advancing an inclusive workplace where all employees feel they can bring their best selves and make meaningful contributions. For details on our inclusion initiatives, which are essential to our success in talent retention, please visit our [Diversity, Equity and Inclusion page](#).

Turnover	Voluntary			Retirement		
	2021	2022	2023	2021	2022	2023*
Female	3.0%	4.0%	3.3%	3.4%	4.3%	11%
Male	1.5%	2.1%	2.0%	3.3%	4.0%	4.7%
Racially/ethnically diverse employees	5.3%	5.5%	3.2%	3.2%	4.4%	4.6%
White/non-Hispanic	1.5%	2.2%	2.2%	2.2%	4.0%	6.2%

Data is representative of Year End 2023, unless otherwise noted. Percentages are a comparison of attrition to overall in-group population. Includes employees who separated from FE voluntarily (e.g., resigned due to an outside opportunity). Demographic information is based on employee voluntary self-identification. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category.

* In 2023, a voluntary retirement package, Program for Enhanced Employee Retirement (PEER), was offered to specific departments within FirstEnergy, which drove the increase in retirements. The program was made available to 670 employees and 453 accepted the PEER offer, the majority of whom retired between September and December 2023.

Workplace Flexibility

FirstEnergy has established guidelines that allow eligible full-time and part-time non-bargaining employees to enjoy flexible work arrangements. Flexible work arrangements, such as permitting eligible employees to work from alternate locations or to begin and end work at variable times, offer a variety of approaches to the way employees work. These approaches help employees achieve their priorities and meet customer and business needs while promoting enhanced convenience and balance between work and personal commitments.

Employee Benefits

Our time-off policies are designed to promote a healthy work-life balance and allow employees time away to spend with friends and family and pursue interests outside of work. Our diverse slate of time-off programs allows for flexibility in how employees take paid leave and goes beyond standard Paid Time Off (PTO) offerings to address unforeseen circumstances and employee well-being.

Additionally, eligible employees have access to 16 hours of paid Volunteer Time Off (VTO), which can be used instead of PTO when an employee volunteers at a 501(c)(3) charitable organization. This VTO policy enables our employees to volunteer with organizations that matter to them and supports our company's mission to make our communities stronger.

Employee Engagement Survey

Our Employee Engagement Survey gives all employees an opportunity to provide feedback about our progress in creating a workplace where employees feel they belong, can do their best work and grow their careers.



Chris Walker

Senior Vice President CHRO & Corporate Services

“One indicator I find particularly encouraging is that company pride has increased across the organization. We must continue to build on our strengths by helping employees feel valued, instilling a sense of belonging in our workforce, and continuing to seek and respect employee opinions and contributions as these are all key drivers of engagement.”

Additionally, guided by our [Code of Conduct -The Power of Integrity](#) 📖 - we're fostering a culture of trust where leaders openly engage in two-way dialogue with employees, encouraging them to voice opinions and empowering them to strive for continuous improvement. Moving forward, we're focusing our efforts to provide greater clarity of purpose – enabling our organization and employees to take more meaningful steps toward growth and improvement.

Management, Assessment and Advancement

FirstEnergy is a multifaceted organization with a range of opportunities for employee growth, development and advancement.

Career Management

Employees actively plan and manage their careers in partnership with leadership. Our career management process includes:

- Setting performance goals that identify the most important work employees do to support their team's objectives and goals.
- Creating development goals that focus on a knowledge, skill or behavior needed for career growth.
- Holding quarterly check-in conversations with a supervisor to discuss priorities, career aspirations, development goals and more.
- Holding annual performance review discussions.

Talent Talks

Business-unit leaders assess employees' leadership potential, performance and development needs.

- Leaders from each business unit meet at least annually to discuss and calibrate employees' year-over-year performance, potential for leadership positions and actions that can accelerate future opportunities.
- These discussions focus on better understanding employees' capabilities, development areas and aspirations, while also ensuring a meaningful development plan is in place that will help accelerate their readiness for leadership opportunities.
- Open and honest discussion prepares leaders to provide ongoing development coaching to employees.

Developing Our Leaders

We're committed to preparing our emerging leaders for new roles and management responsibilities. We invest in developing our leaders, so they can continually build on their strengths and grow their capabilities to create a safe and inclusive workplace – where all employees feel they belong and that their thoughts and ideas are heard.

- **Aspiring Leader Program (ALP)** – We partner with Kent State University to offer a program designed to provide a development opportunity to high-performing individual contributors on near-term succession plans to further prepare them for leadership roles in the future.
- **New Supervisor and Manager Program (NSM)** – Our NSM Program prepares newly hired or promoted supervisors and managers for their supervisory responsibilities, training them in leadership practices that align with our mission and core values.
- **Experienced Leader Program (ELP)** – This program trains experienced managers and directors in effectively leading their teams and the organization. Delivered through a series of virtual, instructor-led and small-group coaching sessions spread over six months, it equips our leadership with the tools to support their teams and ultimately drive FirstEnergy's success.
- **Senior Leadership Development** – Executives are selected to participate in intensive leadership development experiences in partnership with the Center for Creative Leadership, a premier external vendor for leadership development. These experiences enable executives to reflect on their leadership style and examine and maximize their effectiveness to accelerate organizational commitment, alignment and results.

Succession Planning and Leadership Selection

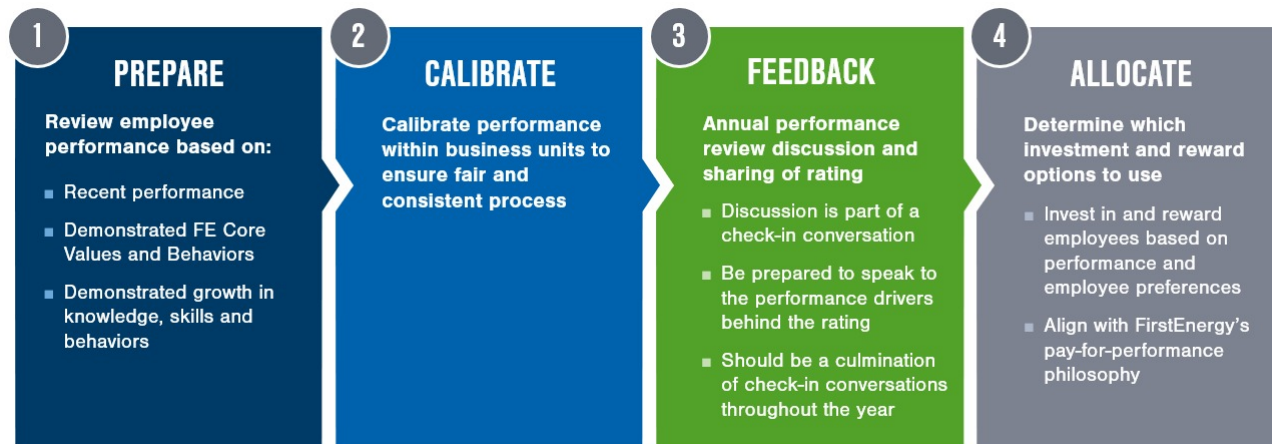
FirstEnergy strives to maintain a robust and diverse leadership pipeline for manager-and-above positions while ensuring that meaningful development plans are in place for emerging leaders. We often look to succession plans when there is a need to fill a leadership role, but we also engage in external searches to make sure we consider a broad, diverse pool of candidates. Ultimately, our robust selection process helps ensure we identify the best

person for the job:

- Near-term and long-term successors are identified during Talent Talk discussions.
- Leaders provide aggregate feedback to help ensure that successors for leadership positions have development plans that address their strengths and development needs and prepare them to take on additional responsibilities and/or new roles.
- Talent talks, succession plans and job postings are used to identify candidates for open manager-and-above positions.
- An objective, behavior-based interview process is used to interview candidates for open leadership positions and to select the best candidate for the position based on all the factors considered.

Performance Management Process

During check-in conversations throughout the year, employees and their leaders discuss their performance, progress towards priorities and development goals. During our annual Performance Investment and Rewards Calibration (PIRC) Process, leaders within a business unit or department come together for performance calibration sessions. Discussing and calibrating employee performance provides multiple perspectives and helps ensure that leaders differentiate performance in a fair and consistent manner when allocating compensation increases among employees. In 2023, we incorporated into our process an annual performance review discussion in which employees were told their performance rating and provided robust feedback on their performance throughout the year.



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SAFETY GOVERNANCE AND ACCOUNTABILITY

Safety is an unwavering core value at FirstEnergy. We believe that, together, we have the power and responsibility to keep each other safe and create a working environment that helps ensure every employee returns home free from injury every day.

We continue to include safety metrics as Key Performance Indicators (KPIs) in our annual incentive compensation program to reinforce that a safe work environment is crucial to our success. Our Days Away, Restricted or Transferred (DART) rate and Life-Changing Events (LCEs) metric monitor the impact of our exposure reduction efforts. DART measures the number of incidents that result in days away from work, days of restricted work activity or job transfers. Our DART stretch goal is set at the industry benchmark top-decile rates, and the DART target goal is set at the industry benchmark top-quartile rates. LCEs track injuries that are or could be life-threatening, life-altering or fatal. Please see our [EESG data table](#) for specific safety metrics.

EMPLOYEE SAFETY

Leading with Safety

Safety is a business and cultural imperative embedded in every aspect of operations. It is making sure we are doing the right thing at the right time, every time, so everyone returns home safely every day. Having the power to keep each other safe means accepting the responsibility to look out for ourselves and each other. There is consistent reinforcement of the shared and personal accountability for controlling exposure to hazards and continuously improving safety behaviors, systems and controls. Zero LCEs is our shared mission.

With emphasis on "Leading with Safety," leaders and employees receive safety training and reinforcement of exposure control concepts to improve job site exposure identification, communication and mitigation to prevent LCEs. FirstEnergy continues to enhance and reinforce leader and employee safety training and exposure control concepts to improve job site exposure identification, communication and mitigation to prevent life changing events. Further, FirstEnergy continues to expand its Leading with Safety experiences with its employees to achieve excellence in personal, contractor and public safety.

We recognize leadership's key role in controlling and eliminating exposure. We've provided LCE critical control workshops and in-field coaching for managers and supervisors, as well as awareness training for our field leaders.

Our field verification process is also an important part of achieving our safety vision and managing our safety performance. Field verifications are designed to increase focus on scenarios that have the potential to create life-changing events. This process helps us to identify critical controls in the field that affect exposure and provide coaching opportunities to help employees recognize exposure risk and eliminate or mitigate it. This process also helps to ensure we're effectively following existing safety procedures and programs in the field.

A cornerstone of our corporate strategy is ensuring we are creating a safe workplace where all employees are responsible for safety and well-being and every employee returns home safely each day. We have removed the threshold and target performance levels for the LCE KPI. Instead, it will pay out at stretch level (200%) for zero LCEs, but there will be no payout (0%) if one LCE occurs anywhere across the FirstEnergy footprint. We made this change because LCEs are serious injuries that result in a person's permanent disability or change in life activities, and we must all hold ourselves accountable to ensure they do not occur.

Our success in achieving our safety vision depends on partnering with our employees and our unions to reduce exposure and improve our safety practices and processes. We build feedback and coaching opportunities into our safety processes, including our field verifications. We also work to build trusting relationships across organizational levels and encourage employees to speak up and pause or stop work if they feel something is not right.

Employee training and education is also vital to our success. We conduct both annual and ongoing training for employees on a range of health and safety topics:

- **Progression training:** These trainings occur regularly over the employees' first several years in their role and provide workers with the skills and knowledge needed to safely perform increasingly advanced tasks.
- **Refresher training:** Refresher sessions are offered on a regular basis to help ensure employees are current with our safe work practices and with regulatory-required training.
- **Service restoration training:** This specialized training is provided on a regular basis for employees who support service restoration efforts. Team members learn to safely identify and assess damage following a storm, protect the public from hazards such as downed wires and safely repair or replace damaged facilities to restore service for customers.

FirstEnergy's training courses are offered in a variety of formats (i.e., in-person, web-based, instructor-led, and remote) to optimize timeliness of delivery, student comprehension and sustainability.

Contractor Safety

Contractor safety includes strengthening our partnerships with our contractors and focusing our efforts to reduce their exposures, eliminate events and pursue excellence in safety and human performance, while sharing information and best practices.

Our comprehensive contractor safety program is a key part of this effort and consists of the following elements:

- **Contractor Pre-Qualification:** This is a formalized annual review of our contractors' safety readiness and performance. Contractors are assessed on their three previous years safety performance, as well as their current safety manual/programs.
- **Contractor Safety Requirements:** These safety requirements are embedded within each contractual document to help clarify our general safety expectations for contractors prior to initiating work with FirstEnergy. If safety requirements are modified, they are communicated to each contractor company.
- **Contractor Oversight:** We provide oversight of contractors through tools such as orientation, partnership meetings, incident reporting, and corrective actions. All contractors are subject to abide by our Incident Reporting Process.
- **Evaluation of Onsite Safety Performance:** We conduct contractor safety performance assessments through field observations within various Business Units. This effort helps identify, control and eliminate potential or actual exposures that have the potential to result in a life-changing events.

Additionally, we are developing a contractor field verification process to help identify, control and eliminate potential or actual exposures that have the potential to result in a life-changing event.

For additional information on our safety initiatives, visit our [Public Safety](#) page.

Health and Wellness

Our approach extends beyond physical safety to employees' whole health, including their mental and emotional wellness and personal and family well-being.

At FirstEnergy, we are committed to helping our employees maintain and improve their health. We help employees make their overall health a priority through our robust HealthyLiving Wellness Program. This extensive program is offered through our partnership with Virgin Pulse and is designed to encourage and reward participants for improving or maintaining positive health and total well-being. We evaluate the HealthyLiving program as part of our Total Rewards each year – looking at best practices and program participation as well as feedback from our employees – to determine which features to offer for a robust and engaging program.

Our wellness program focuses on physical, emotional, social and financial health. Components of the program include personalized wellness content such as a health assessment survey and health screening, wellness challenges, health coaching, a robust mobile app, along with a dedicated series of emotional strength exercises and tools to help employees find the right work-life balance.

Employees can earn up to \$600 in rewards as they complete program activities and show healthy results. To encourage healthy living at home, the digital wellness platform is also available to spouses and domestic partners, who can earn up to \$200 if enrolled in a FirstEnergy or union-sponsored medical plan. When participants are ready to redeem their rewards, they have a variety of options such as pre-tax Health Savings Account (HSA) and 401(k) contributions, taxable cash payments, charitable donations and gift cards and merchandise from the online Virgin Pulse store.

FirstEnergy also offers a comprehensive set of benefits and programs to support our employees, including:

- Medical and prescription
- Company Provided Health Care Contribution
- Life insurance (basic, supplemental, dependent life and accidental death and dismemberment)
- Financial planning
- Educational Assistance
- Dental
- Health savings and flexible spending accounts
- Long-term disability insurance
- Life Resources Employee Assistance Program
- Pension
- Vision
- Dependent insurance and flexible spending accounts
- HealthyLiving Wellness Program
- Adoption Assistance
- 401(k) Savings Plan (with matching employer contributions)

We also strive to create flexibility and balance for our employees. Our time-off policies are designed to promote a healthy work-life balance and allow employees time away to spend with friends and family, and pursue interests outside of work. Our diverse slate of time-off programs allows for flexibility in how employees take paid leave and goes beyond standard Paid Time Off (PTO) offerings to address unforeseen circumstances and employee well-being.

Additionally, eligible employees have access to 16 hours of paid Volunteer Time Off (VTO), which can be used instead of PTO when an employee volunteers at a 501(c)(3) charitable organization. This VTO policy enables our employees to volunteer with organizations that matter to them and supports our company's mission to make our communities stronger.

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ENVIRONMENTAL



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We strive to protect the environment by minimizing our impact, improving the sustainability of our operations, executing our climate strategy and finding opportunities to enhance the ecosystems we interact with.

VEGETATION MANAGEMENT

We're proud to be recognized as a fully accredited Right-of-Way (ROW) Steward through the ROW Stewardship Council, a designation honoring our dedication to responsible and sustainable practices in vegetation management.

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CLIMATE STORY

We're making continued progress on our decarbonization efforts, including reliably enabling and supporting low-carbon solutions in both generation and customer end use.

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FOSTERING POLLINATORS

FirstEnergy's Green Teams have successfully installed 26 pollinator gardens on company property since 2020. We have also planted 11 community gardens through our new community pollinator garden initiative.

[READ MORE](#)

ELECTRIFYING THE ECONOMY

[Energize365](#), our multi-year grid evolution platform, focuses on delivering the energy our customers depend on today while also meeting

ENVIRONMENTAL POLICY

We are responsible stewards of the natural resources impacted by our operations and are committed to fulfilling this responsibility for current

ENERGY EFFICIENCY

In 2023, our energy efficiency programs helped save over 645,000 MWh of electricity. Continuing these efforts, our goal

the challenges of tomorrow. With planned investments of \$26 billion between 2024 and 2028, we're enhancing our system to ensure we are ready for the increased demand for power that comes from customers adopting electrification of transportation, industrial equipment and home products.

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FLEET ELECTRIFICATION

We're steadily and responsibly converting our conventional fuel vehicles to electric and plug-in hybrid alternatives, and we expect to achieve our goal of electrifying 30% of our light-duty and aerial truck fleets by 2030 and 100% by 2050. As of June 2023, we have reached 10% electrification of this 3,400-vehicle combined fleet.

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and future generations by conducting our operations according to the principles in our policy.

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WASTE REDUCTION

Wood utility poles are one of FirstEnergy's largest waste streams, contributing thousands of tons of waste each year. In 2023, we diverted more than 2,400 tons of wood poles, which found new life in farmers' fields and parks or were milled into lumber. This and other company recycling programs help us minimize waste and mitigate our impact on the environment.

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is to help customers reduce their cumulative electricity usage by more than 7.5 million MWh between 2021-2025.

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CLEAN ENERGY

With the first of five planned solar sites now complete at the Fort Martin Power Station, we're advancing our goal to own at least 50 MW of solar generation in West Virginia by 2025. We're also leveraging our expertise to connect renewable resources, big and small, to the grid. This includes individual customer connections and large-scale projects such as connecting New Jersey's offshore wind farms to the grid.

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ENVIRONMENTAL POLICIES, OVERSIGHT AND COMPLIANCE

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ENVIRONMENTAL POLICIES, OVERSIGHT AND COMPLIANCE

The world is transitioning towards a more sustainable energy landscape to reduce greenhouse gas (GHG) emissions and avoid negative physical impacts of climate change. To help FirstEnergy support that wider effort, we have developed research-driven policies to clarify our role as a steward of the environment.

We expect all employees and contractors to adhere to our environmental policies. We have management strategies in place, including an environmental management system, to help ensure we continue to abide by all regulatory compliance requirements. We also provide employee education through tools such as annual training and daily environmental messages for employees whose work can directly impact the environment.

Our Environmental Policy

FirstEnergy believes it is our responsibility to protect and preserve the natural environment and promote a sustainable future for the customers and communities we serve. We are responsible stewards of the natural resources impacted by our operations and are committed to fulfilling this responsibility for current and future generations by conducting our operations according to the principles in this policy.

Compliance

We will meet or exceed the requirements of all applicable federal, state, and local environmental laws and regulations.

Environmental Justice

We will conduct our operations through equitable, just, and transparent engagement with the communities we serve.

Environmental Stewardship

We are committed to minimizing the environmental impact of our operations on air, water, and land; advancing resource conservation and enhancement; and employing pollution prevention and minimization policies. We address climate change through effective, comprehensive, and innovative project planning as described in our Climate Position and Strategy. We undertake companywide sustainability efforts and provide annual

environmental training, daily environmental messages, and Environmental Performance News Flash communications to all employees whose work can directly affect the environment. We do this to drive accountability for understanding and incorporating environmental responsibilities into daily activities. We also conduct audits and assessments and promptly correct work conditions that we determine threaten human health, safety, or the environment.

Environmental Sustainability

We proactively integrate environmental considerations into all areas of business planning and decision-making to preserve, protect and maintain the environment and to mitigate the risks from climate change for future generations. To help ensure ongoing environmental improvement, we plan, implement, and measure our performance through operational evaluations. We will also continue to promote waste reduction, environmental awareness, and biodiversity across our operations. To support these efforts, we will sustain a culture of environmental stewardship at all levels of the organization and encourage employees to identify opportunities to modify our business policies and asset replacement strategies to be more environmentally responsible.

Community Engagement

We promote and maintain open dialogue with employees, customers, regulators, and our communities with respect to environmental, social and governance issues. We foster customer education, respond to stakeholder concerns, and enhance the environment through various FirstEnergy employee volunteer efforts, such as our tree planting and pollinator garden sustainability programs. These and other actions are part of our larger efforts to support the communities where we live and work by cultivating civic, economic, and social well-being.

Our Environmental Justice Policy

The U.S. Environmental Protection Agency (EPA) defines Environmental Justice as the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation and enforcement of environmental laws, regulations and policies. According to the EPA, this goal will be achieved when everyone enjoys the same degree of protection from environmental and health hazards, along with equal access to the decision-making process to have a healthy environment in which to live, learn and work.

In alignment with EPA's definition, FirstEnergy is committed to ensuring the opportunity for inclusive participation and the equitable consideration of stakeholders as we seek an environmentally sustainable future for the communities we serve. This will enable stakeholders to be involved in the decision-making process when our activities affect the environmental and/or health conditions in our service area.

We will strive to find strategic and collaborative solutions to better manage and mitigate environmental and/or health impacts on our communities, including underserved communities. We will also seek out and facilitate the meaningful involvement of those potentially impacted by our current and legacy operations.

With this policy as a foundation, FirstEnergy aims to add depth and clarity to our understanding of Environmental Justice in our daily business practices as we move forward in equitable support of our stakeholders.

ADDRESSING ENVIRONMENTAL JUSTICE AT FIRSTENERGY

Using industry best practices, we designed our Environmental Justice policy to better understand the interests and concerns of the communities we serve, help us more equitably support them and make them part of the decision-making process. While listening and responding to the needs of our communities is not new, this is a fresh opportunity to enhance those communications, especially in underserved or overburdened areas within our service territory.

We began with projects involving the construction of new transmission lines and substations. Using GIS screening tools available through both US EPA and state agencies, we seek to better understand the socioeconomic and environmental characteristics of the project area to identify potential Environmental Justice communities that could be impacted by the project. Ultimately, it's our goal to expand our Environmental Justice program to become an integral part of our everyday business. We view it as fundamental to our overall approach to FirstEnergy's responsibility and a natural extension of our core values.

Ultimately, it's our goal to expand our Environmental Justice program to become an integral part of our everyday business. We view it as fundamental to our overall approach to FirstEnergy's corporate responsibility and a natural extension of our core values.

GREEN TEAMS

FirstEnergy employees are interested and self-motivated to support and help our communities, as exemplified by our 10 Green Teams. These dedicated employee volunteers participate in a wide variety of environmental



stewardship initiatives that advance environmental justice and support our mission, including enhancing green spaces and tree canopy coverage through the “The Community Tree Program.” Since 2020, the teams have planted more than 67,000 trees in public spaces across our territory, far surpassing their original goals. Focused on economically-depressed neighborhoods within our service areas, the program helps improve neighborhood aesthetics, provide shade and capture carbon dioxide. In addition, fruit trees planted by our Green Teams will produce fresh fruit for local residents.



ENVIRONMENTAL OVERSIGHT AND ACCOUNTABILITY

FirstEnergy’s Environmental group focuses on environmental compliance and oversees a range of environmental issues, from responsibly managing waste to reducing infrastructure-related risks to avian species. The policies we’ve established, and their related initiatives, foster employee awareness, provide guidance, define responsibilities and outline our strategy for mitigating environmental impacts.

With these policies as a foundation, board- and executive-level oversight helps ensure the transparency and accountability of our environmental initiatives while also ensuring those initiatives are carefully aligned with the company’s strategy and core values.

Board Level

The Board of Directors oversees enterprisewide risks, including environmental risks. The Audit Committee oversees remediation costs, environmental budgets and material environmental risks. The Operations and Safety Oversight Committee oversees the Environmental Key Performance Indicator (KPI) and other indicators of environmental performance. Additionally, in coordination with the Governance, Corporate Responsibility and Political Oversight Committee, the Operations and Safety Oversight committee oversees environmental strategy, initiatives and policies, including in the areas of climate change and environmental protection.



Executive Level

Led by the Chief Operating Officer and the Vice President of Environmental, Safety & Health, the Director of Environmental and the Environmental Management team are responsible for executing the environmental strategy, providing management oversight of environmental initiatives and compiling reports on environmental progress for appropriate Board committees throughout the year.



Director and Environmental Management Team

The Environmental Management team and Director of Environmental have a broad range of responsibilities that includes managing environmental compliance; identifying new or changing regulations that affect our operations; overseeing all operational permits at the federal, state and local level; and overseeing initiatives that support the environmental strategy. Together with the Vice President of Environmental, Safety & Health, the Director of Environmental provides regular monthly reports to the executive-level management team on environmental programs and key initiatives as well as the status of our Environmental KPI.

We also incentivize our environmental performance by including an Environmental KPI metric in the Operations Index of our short-term incentive program. Our Environmental KPI metric tracks any regulatory reportable air emission, water discharge or other unauthorized release that exceeds applicable environmental limitations, conditions and deadlines set by federal, state or local regulations. Our threshold, target and stretch goals for this metric are developed in a manner to foster continuous improvement. As our trend of KPI events continues to decrease, the targets established also decreases with the stretch goal designed to encourage significant improvement in our commitment to making the environment better. Including these environmental metrics in our Operations KPIs enhances employees’ awareness of and attention to environmental compliance and drives continuous improvement across all areas of our business. Please see our [EESG data table](#) for our Environmental metrics.

COMPLIANCE EXCELLENCE

Compliance excellence is a key principle of FirstEnergy’s approach to protecting the environment and mitigating the impact of our operations. Various levels of oversight help ensure that we are complying with all federal, state and local laws and regulations applicable across our footprint including, but not limited to, those related to the Clean Air Act, Clean Water Act, Resource Conservation and Recovery Act and the Endangered Species Act.

To help ensure compliance with all environmental regulatory requirements, we use an environmental management system for our power generation operations that tracks our regulatory requirements and prompts responsible parties to complete each required task. We use the same environmental management system, on a more limited basis, in our distribution operations, and we also employ a similar environmental management system on the transmission side to help ensure adherence to our project-based permits and compliance requirements.

Our Environmental Compliance Assessment Program (ECAP) is another vital part of our efforts to maintain compliance excellence. Through this program, we conduct rigorous internal regulatory reviews of individual sites to assess environmental compliance with federal, state and local requirements. Essentially, ECAP helps us to:

- Identify and correct any instances of noncompliance.
- Help managers gain a thorough understanding of the specific environmental compliance requirements of particular facilities.
- Identify practices and circumstances that make facilities vulnerable to noncompliance.
- Increase awareness of individual accountability for environmental compliance and environmental stewardship.
- Provide independent inspections verifying environmental compliance.

We intend to evaluate every FirstEnergy facility through the ECAP program every four years.

Additionally, through our Environmental Threat Assessment Program, we aim to exceed compliance requirements by performing site visits that help us to proactively identify and eliminate any potential environmental risks at our facilities.

These two key programs help us to maintain compliance in a variety of areas and put into action our commitment to be good stewards of the environment.

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BIODIVERSITY AND CONSERVATION

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BIODIVERSITY COMMITMENT AND CONSERVATION PRACTICES

FirstEnergy's electric transmission system spans approximately 24,000 miles of lines connecting the Midwest and Mid-Atlantic regions and includes more than 13,000 miles of rights-of-way (ROW) transmission corridors. As we build and maintain our infrastructure to help ensure reliable electric service for our customers, we continue to focus on preserving and protecting the environment. Beyond improvements to our own work practices, we collaborate with and support a range of organizations dedicated to habitat conservation across approximately 128,000 manageable acres.

Our corporate [Biodiversity Commitment](#)  guides our actions to protect wildlife and support habitat conservation. Our commitment includes using integrated vegetation management (IVM) best practices to establish and maintain a mixture of grasses, shrubs and other vegetation that yields thriving, biodiverse habitats in our transmission corridors. Through continued collaboration with industry groups and research institutes, we continuously work to improve utility and vegetation management best practices.

INTEGRATED VEGETATION MANAGEMENT

IVM is the process by which our Vegetation Management team evaluates our transmission corridors to assess tall-growing woody vegetation that can interfere with transmission lines and equipment. The team develops and implements corresponding controls such as herbicide application, manual pruning and mowing, along with tree and brush removal as necessary.

Our IVM process aligns with our Biodiversity Commitment and includes the use of ecologically focused management practices that foster compatible, low-growing and biodiverse plant communities that require less maintenance in the long run. This helps us reduce costs and provide more reliable service to our customers.

The tracking and reporting of herbicides through our Closed Chain of Custody (CCC) process sets high standards for our IVM program. Using this standardization process across the entire system enhances safety and productivity, improves compliance priorities and public education, and decreases liability.

The CCC process requires the use of a closed loop container system, container recycling, and scannable tracking number; this provides key metrics that help us improve our processes and aligns with industry best management practices.

CREATING POLLINATOR-FRIENDLY HABITATS

IVM also enables FirstEnergy to use our extensive transmission corridors to [create pollinator-friendly habitats](#) that sustain healthy populations of bees, butterflies and other pollinating insects, which play a critical role in sustaining a healthy environment. Not only do they pollinate plants that produce one-third of the food we eat, they also help maintain vegetation that cleans the air, prevents soil erosion and supports other wildlife. We believe well-managed rights-of-way that exceed minimum standards of care can provide the food and cover that wildlife needs to survive.

As part of the Vegetation Management program, the New Construction team has worked to support diverse pollinator habitats by starting a pollinator seed mix initiative. Following construction projects within the FirstEnergy footprint, we use a region-specific pollinator seed mix in place of traditional grass mixes in an effort to promote diverse, early successional habitats of native species.

Since the Pollinator Seed Mix program began in 2020, we've planted more than 214 acres of newly created pollinator habitat, making significant progress toward our goal to create 225 acres of biodiverse habitats on utility rights-of-way and company properties across our service area by 2025. The program aims to replace traditional grass seed with native pollinator seed mixes after initial clearing activities on the rights-of-way.



In addition to cultivating plant life that supports pollinators in our transmission corridors, FirstEnergy also partners with organizations on various pollinator initiatives and participates in collaborative research studies that help us develop increasingly sustainable vegetation management practices.

We are a founding cooperator on the [Pennsylvania State Game Lands 33 \(SGL33\) research project](#), which began in 1952 in response to public concern about the impact of vegetation management practices on wildlife habitat along a transmission corridor. Today, we work with researchers from [Penn State](#) who continue to study the effects of vegetation management practices on the wildlife habitats at SGL33 sites. These continuous studies have demonstrated that our IVM work under transmission lines is key to the creation of diverse, early successional plant communities, which provide the healthy, sustainable habitats that pollinators and other animal species rely on. Additionally, we participate in the EPRI Power-in-Pollinator initiative and Monarch Butterfly Candidate Conservation Agreement with Assurances (CCAA).

PROMOTING CONSERVATION AND POLLINATION

As part of our commitment to be good stewards of our environment and communities, we introduced a companywide initiative in 2020 to create and maintain pollinator gardens across FirstEnergy locations in Ohio, Pennsylvania, New Jersey, West Virginia and Maryland. As of year-end 2023, our employees have helped create 11 community pollinator gardens, as well as 26 pollinator gardens at FirstEnergy locations.

FirstEnergy has been a [Tree Line USA](#) award recipient since 1998. This National Arbor Day Foundation program, in collaboration with state foresters, recognizes best practices in public and private utility arboriculture, demonstrating how trees and utilities can co-exist for the benefit of communities and citizens.

BEING A RIGHT-OF-WAY STEWARD

As of January 2024, FirstEnergy is one of only ten electric companies in the country to be recognized as a fully-accredited ROW Steward for our Integrated Vegetation Management practices by [the Right-of-Way Stewardship Council \(ROWSC\)](#). This accreditation program establishes responsible standards of excellence for ROW management and independently evaluates utilities' IVM practices according to more than 200 verifiers. The program promotes the application of IVM and best management practices to utility vegetation managers to maintain power system reliability and address ecological concerns.

As the largest electric utility to be recognized, this accreditation highlights the diverse and innovative team required to execute a successful IVM program of our scale and standards. We're proud to be named an industry leader in responsible ROW management, and we'll continue to promote the use of IVM in our transmission corridors, improving habitats and providing ecological benefits for pollinators and other wildlife as a result.

AVIAN PROTECTION

Birds of prey, like ospreys and eagles, often seek out our utility poles and transmission towers to build their nests and perch. These tendencies place the birds near energized electrical equipment, which jeopardizes their well-being and potentially causes power outages. Because our utility infrastructure naturally attracts larger raptors, we have a long-standing commitment to protect birds of prey from harm that can result from contact with our equipment.

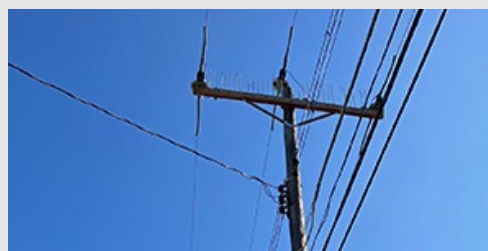
FirstEnergy's Environmental team and utility personnel routinely inspect power equipment, like utility poles, substations and transmission towers, for bird nests. Our avian protection process helps us identify and respond efficiently to bird activity along our power lines. Our drone team often plays a key role in our avian protection process, using drones to safely evaluate the situation while maintaining required buffers and not disturbing nests that may contain eggs. This provides us with key information on how to handle the situation and plan the next steps.

Additionally, our internal Avian Incident Reporting Application enables utility personnel to report avian issues in real time, streamlining the process to protect nesting birds and proactively mitigating risks to service reliability. This mobile app enables field workers to submit photos and provide key information, including locations of bird nests and bird-related issues along the company's power lines.

Over the past five years, FirstEnergy and its electric companies have completed more than 100 projects to protect birds of prey, like eagles and ospreys. The work includes installing large, wooden nesting platforms or perch arms near electrical equipment where birds prefer to nest or temporarily rest, insulating power lines near perch or nest locations and adding large, bright visual markers on power lines to alert birds to the wires.

JCP&L Installs Guards to Protect New Jersey Bald Eagles

To safeguard New Jersey's bald eagle population, Jersey Central Power & Light (JCP&L) installed protective devices on electrical equipment in areas near known bald eagle nests in Hamburg Township and near Culver Lake (Frankford), both in Sussex County. The protective system includes the use of guards that prevent birds from nesting on top of poles and crossarms and insulated caps that protect any birds that may contact electric equipment.

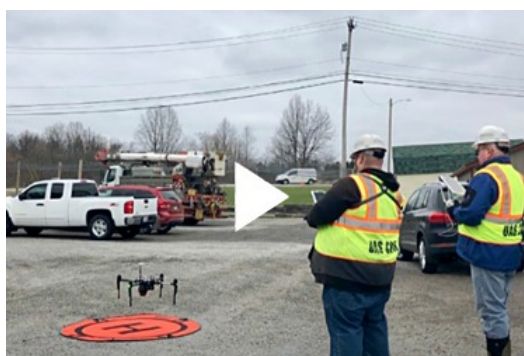


UNMANNED AERIAL SYSTEM TEAM

Often safer, faster, more thorough and less expensive than other options, drones mitigate our impact on vegetation and wildlife while decreasing employee exposure to potential hazards.

Our Unmanned Aerial System (UAS) team of pilots uses UAS, or drones, to perform aerial inspections and surveys of our infrastructure. [These inspections](#) help us identify and assess environmental-related risks – including those posed by nesting birds – as well as maintenance needed for reliability or to repair storm damage.

Our drone pilots must complete a rigorous training program that includes ground school and airspace navigation. All pilots are licensed through the Federal Aviation Administration (FAA). FirstEnergy's Flight Operations team oversees the UAS program's operational procedures and adherence.



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WASTE MANAGEMENT



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WASTE MANAGEMENT AND REDUCTION

Providing our customers with reliable electricity requires that we responsibly and effectively manage the waste that results from our operations as we also find ways to minimize future waste and expand our recycling and reuse efforts. Waste streams at FirstEnergy include municipal waste, universal waste and hazardous waste. We work to reduce, reuse and recycle the waste we generate through several initiatives including the projects and programs described below.

As part of our commitment to compliance excellence, we track waste generated from our operations and submit periodic reports to regulatory agencies. Please see our [EESG data table](#) for waste and recycling metrics.

UTILITY POLE RECYCLING PROGRAM

Wood utility poles are one of FirstEnergy's largest waste streams, contributing thousands of tons of waste each year.

Traditionally, a significant portion of wood utility poles from our transmission and distribution operations are landfilled when they are no longer viable for their intended purpose. Through our [Wood Pole Diversion Program](#), all operating companies across FirstEnergy's service territory now divert the poles from landfills into various reuse and recycling options available in each state. Since the beginning of the pilot phase, we have diverted nearly 4,900 tons of wood poles, which found new life in farmers' fields and parks or were milled into lumber.



RECYCLING AND INVESTMENT RECOVERY PROGRAM

At our Miles Service Center in Cleveland, we manage the company's surplus assets, primarily wire and cable, through reuse, refurbishment and sale. By repairing or processing materials and products for reuse, we reduce new material purchases while creating less landfill waste and mitigating our environmental impact. Additionally, the company generates revenue by processing scrap wire and cable. Each month, the Miles Service Center sorts and handles approximately 200,000 pounds of scrap material, which generated a net benefit of nearly \$2.5 million in 2023 alone. This program is part of our ongoing efforts to develop increasingly sustainable operations.

Please see our [EESG data table](#) for our investment recovery and recycling metrics.

CONSUMER AND ELECTRONIC WASTE RECYCLING PROGRAMS

Across our companywide operations, FirstEnergy recycles company electronic waste, such as computers and phones.

Recycling Efforts in 2023



BENEFICIAL REUSE

As part of our focus on environmental compliance excellence and stewardship of natural resources, FirstEnergy is committed to the responsible disposal of coal combustion residuals (CCRs). CCRs – in the form of bottom ash, fly ash, synthetic gypsum and calcium sulfite – are the byproducts that remain after coal is burned to make electricity. These materials are transported to state-of-the-art dry disposal facilities that use liners and leachate collection systems, as well as extensive groundwater monitoring, to help ensure environmental protection. We maintain a CCR management program to meet all compliance requirements of the Federal Coal Combustion Residual regulations.

When possible, we also strive to beneficially use CCRs, which are common ingredients in concrete roads, drywall and a wide variety of other construction materials. By diverting CCRs from landfill to more beneficial uses, we reduce the need for waste disposal sites.

To review our CCR compliance reports for the facilities we manage, please visit our [CCR website](#).

RESTORING AND REPURPOSING LAND FOR BENEFICIAL USE

Advancing FirstEnergy's goal to own at least 50 MW of solar generation in West Virginia by 2025 is a key step toward executing our climate strategy and building a sustainable energy future. In January 2024, Mon Power completed work and placed the Fort Martin solar site in service. The site is the first of five planned solar sites Mon Power and its sister company Potomac Edison have planned to help bolster and diversify the region's energy mix. The projects are located on brownfield sites or previously impacted properties. Specifically, the Rivesville Solar Site (5.5 MW) is located on a closed ash disposal site formerly used for the retired Rivesville Power Station; and the Marlowe Solar Site (5.8 MW) is located on a reclaimed ash disposal site formally utilized by the retired R. Paul Smith Station. Pending approval, the Davis Solar Site (11.5 MW) will be located on a reclaimed strip mine. FirstEnergy is proud to be repurposing previously impacted land or otherwise unusable land for renewable generation for our customers.

Public Notice

Disposal of PCB Remediation Wastes at Non-TSCA Approved Landfills

The [attached approval](#) ("Approval") from USEPA, dated February 13, 2020, allows FirstEnergy and its subsidiaries to dispose of PCB Remediation Waste with as-found concentrations of < 50 ppm in non-TSCA approved landfill facilities, including municipal solid waste landfills, as found in Condition 9 of the Approval.



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WATER MANAGEMENT

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OUR APPROACH

Though we do not operate in a critical water area, water is essential to our operations at FirstEnergy. Our water management approach focuses on both water quantity and quality – and serves as a prime demonstration of our commitment to environmental stewardship.

We maintain a rigorous compliance process to meet all permitting rules and regulations. In accordance with our 25 facility National Pollutant Discharge Elimination System (NPDES) permits, we closely monitor a wide range of quantity and quality metrics and report findings to Department of Environmental Protection agencies of New Jersey, Ohio, Pennsylvania, Maryland and West Virginia. We also strive to comply with all federal, state and local permits required for our transmission and distribution projects.

Additionally, we provide detailed responses each year for the CDP Water and CDP Climate questionnaires. To find our most recent CDP Water and CDP Climate reports and learn more about our water management practices, please visit our [EESG Reports and Resources page](#).

POWER GENERATION WATER QUANTITY MANAGEMENT

Water quantity management involves ensuring we have enough water to run our two regulated coal-fired power plants, reducing water withdrawal and use where possible, and monitoring water releases to help ensure we're doing our part to use water responsibly in our communities.

Both of our regulated coal-fired plants – Harrison and Fort Martin – function with 100% closed-cycle cooling systems (with cooling towers), which use approximately 90% less water compared to once-through, open-cycle cooling systems. This has helped our regulated generation fleet avoid about 90 billion gallons in water withdrawals every year, reducing our use of this important natural resource.

We also run additional reuse processes at both Harrison and Fort Martin to further minimize water use at the plants. At Harrison, we collect landfill wastewater – called leachate – and recycle 50% for use in the scrubber while carefully treating the rest before safe release to the West Fork River. This process reduces the amount of water we withdraw from the river for use in the scrubber by about 144,000 gallons per day, or approximately 52.5 million gallons annually. At Fort Martin, we run a similar recycling project to return leachate for use in the cooling tower, which reduces the amount of water we withdraw from the local river by about 88,200 gallons per day, or approximately 32 million gallons annually.

FirstEnergy has achieved its goal to reduce water consumption by 20% at our two coal-fired generation facilities - exceeding the 2030 goal with a 48% reduction (based on 2023 data).

POWER GENERATION WATER QUALITY MANAGEMENT

Water quality management involves closely monitoring the contents of water used at our two plants, carefully managing wastewater, and appropriately cleaning and treating water to remove metals and other compounds before release. We monitor water releases to help ensure we're protecting surface water and groundwater in the areas where our plants operate and aligning with compliance standards set by the West Virginia Department of Environmental Protection and U.S. Environmental Protection Agency.

The scrubber process at our Harrison plant is a zero-discharge system, which means we release no water as part of those operations. Maximizing the benefit of this system, a portion of the landfill leachate water at Harrison is consumed in the zero-discharge process while the remainder is treated before release. At Fort Martin, we use sophisticated water treatment methods to remove metals and other compounds before release.

TRANSMISSION AND DISTRIBUTION WATER MANAGEMENT AND PROTECTION

On the transmission and distribution sides of our business, we also take special care to minimize our impact on the quantity and quality of natural water resources.

During the planning and siting of projects, we employ a permitting review process to minimize environmental impacts of construction activities and daily operations. Through conducting that process and pursuing the permits required by federal, state and local regulations, we survey for sensitive environmental resources. This survey also assesses the area for potential rare species' habitats located in and around existing and proposed rights-of-way.

Our top goal is always to avoid any impact on wetland and stream habitats. First, we evaluate project plans alongside the wetland and stream data collected from field surveys. After careful consideration, we then choose options and construction practices that avoid any sensitive resources identified in the field survey. However, when it is impossible to avoid a habitat, we take action to minimize and mitigate potential impacts, as warranted. Some examples of minimization and mitigation strategies include:

- Traversing non-forested wetlands via construction matting, rather than graveled access roads, to facilitate faster restoration of an area to pre-construction conditions after the work is completed.
- Using a temporary bridge or timber matting that spans bank-to-bank when stream crossing is unavoidable, which avoids direct impacts to the stream and enables the banks to restore to pre-construction conditions after work is completed.
- Cutting trees by hand within forested wetlands, instead of with machinery, to minimize ground disturbance from access when clearing within the forested wetland is unavoidable due to required clearances or structure placement.
- Limiting stump removal from forested wetlands to the location of the new facility (e.g., structure foundation, substation expansion, etc.) when removal is unavoidable.
- Purchasing credits at a mitigation bank, paying into an in-lieu fee program or establishing a project-specific mitigation program to offset any permanent wetland impacts.

Additionally, we develop storm water pollution prevention plans (SWPPPs) as part of our transmission and distribution project planning process. These SWPPPs are project specific and rely on best practices for both preventing erosion from stormwater runoff and protecting the quality of local waterways and tributaries from construction-related silt and sediment. Plans are developed by our Environmental group and provided to the Construction & Design Services group for implementation and we manage a compliance monitoring program to help ensure compliance with all applicable stormwater pollution prevention rules and regulations.

We also focus on preventing erosion and protecting waterways outside the scope of project planning. For example, we built retention basins around our LEED-certified Center for Advanced Energy Technology (CAET) to prevent flooding and erosion by restricting the flow of rainwater back to streets and storm drains. As part of our Energize365 grid investment program, we also install similar retention basins around newly constructed substations to protect communities and local waterways from flooding and erosion. In addition, our CAET facility features a bioretention system that uses soil, sand and vegetation to help remove pollutants from rainwater before releasing the water back to the community's storm drain system.

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NON-GHG AIR EMISSIONS

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We strive to mitigate our environmental impact and increase the sustainability of our operations. Additionally, we have invested in environmental controls to reduce the impact of non-GHG emissions resulting from electricity generation at our two regulated coal plants.

FORT MARTIN POWER STATION ENVIRONMENTAL MEASURES

At Fort Martin, we have invested in environmental control systems. Each unit has a scrubber system that removes just under 98% of the sulfur dioxide (SO₂) emissions. As part of the scrubber system, a Physical-Chemical Wastewater Treatment System removes solids and metals from the scrubber wastewater. The scrubbed flue gas produces a steam plume that is carried from the units through a chimney.

The station is also equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99% of the fly ash from flue gases, and low nitrogen oxides (NOx) burners, which reduce NOx emission by 50%. We've also installed GORE technology on both units to aid in mercury reduction.

In addition, each unit is equipped with a hyperbolic cooling tower that reduces the temperature of approximately 250,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.

HARRISON POWER STATION ENVIRONMENTAL MEASURES

We have also invested in Harrison's environmental control systems. All three units are equipped with a scrubber system, located between the boilers and the chimney, that remove more than 98% of the SO₂ emissions. In addition, Harrison uses a hydrated lime injection system to reduce sulfur trioxide (SO₃).

All three units are equipped with low NOx burners and selective catalytic reduction (SCR) systems for removal of nitrogen oxides from the flue gases. The SCR systems transform nitrogen oxides into nitrogen, which becomes part of the ambient air and water. These systems remove at least 90% of nitrogen oxide emissions from the flue gas.

In addition, Harrison is equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99% of the fly ash from flue gases. In addition, each of the two hyperbolic cooling towers reduce the temperature of approximately 270,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.



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CLIMATE STORY

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CLIMATE POSITION AND STRATEGY

The world is transitioning towards a more sustainable energy landscape to reduce greenhouse gas (GHG) emissions and avoid negative physical impacts of climate change. FirstEnergy’s ability to support that wider effort, adapt, mitigate risks and capitalize on low-carbon opportunities is key to our long-term value and success. Investing in a resilient, flexible and technologically advanced grid, supporting the integration of diversified and renewable energy sources and reducing our carbon footprint are essential steps to enable the energy transition in our region and ensure our continued participation and growth in a changing energy market.

Understanding and preparing for potential physical impacts from climate change is also an important part of reliably enabling a low-carbon future. As an electric utility, we recognize that the changes in weather patterns that climate change can bring impact our operations, infrastructure, service reliability, customers’ experience and our company’s future success.

Serving over 6 million customers across states with varied climate-related challenges, economic conditions and regulatory environments, FirstEnergy is committed to doing its part to help ensure a bright future for our customers, employees, communities and the environment. With a keen understanding of our industry and customers’ needs, our leaders are engaging at the national and local levels to protect our communities and illuminate the path to a stronger, more electrified future. They’re also engaging internally on climate matters through our strong governance and oversight practices.

Today, with the climate, our business, and our stakeholders in mind, our Climate Strategy is two-fold:

1. Reduce our company’s Scope 1 GHG emissions and achieve carbon neutrality by 2050.
2. Support broader GHG reductions in our region by helping to enable the energy transition to a low-carbon future.

FIGURE 1

REDUCING EMISSIONS TO ACHIEVE CARBON NEUTRALITY BY 2050	ENABLING THE ENERGY TRANSITION TO A LOW-CARBON FUTURE
Coordinating with regulators to move beyond our coal-fired generating plants by 2050	Protecting and enhancing the transmission system to support grid reliability and enable increased renewables and other clean energy trends
	Building the technologically advanced distribution

Reducing sulfur hexafluoride (SF ₆) emissions from transmission and distribution equipment	grid of the future by implementing grid management solutions, smart meters, automation, electric vehicle (EV) charging infrastructure and other emerging technologies
Electrifying our vehicle fleet	Building solar in West Virginia and continually looking for and acting on forward-thinking opportunities to build or support additional clean energy resources, within the restrictions of state laws and regulations

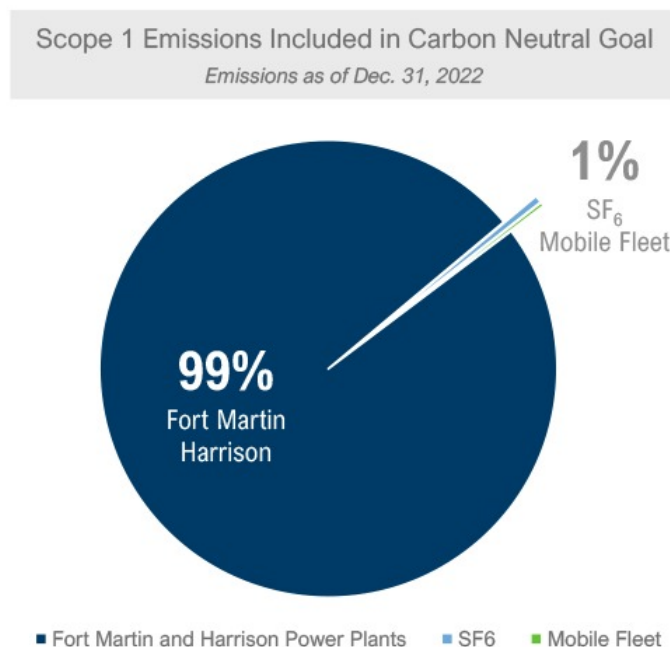
OUR GHG REDUCTION GOAL: CARBON NEUTRALITY BY 2050

FirstEnergy has a GHG reduction goal to achieve carbon neutrality by 2050.

What's included: Scope 1 emissions, which for FirstEnergy consist of emissions from coal generation, SF₆ leaks from transmission and distribution equipment and the company's mobile fleet (mostly vehicles).

What's excluded: Scope 2 emissions, which for FirstEnergy consist of emissions from transmission and distribution line losses and energy used to power our own facilities, and Scope 3 emissions, which comprise a range of upstream and downstream activities.

FIGURE 2



AFFIRMING OUR 2050 CARBON NEUTRAL GOAL; REMOVING OUR 2030 INTERIM GHG REDUCTION TARGET

After careful consideration and evaluation, in late 2023 we made the decision to remove our interim target to achieve a 30% reduction in GHG emissions by 2030 from a 2019 baseline since achieving it is not entirely within our control.

FirstEnergy's core business is the transmission and distribution of electricity. However, emissions from our West Virginia regulated generating operations – consisting of two coal plants, Fort Martin and Harrison – serve as the main source of our Scope 1 emissions and greatly outnumber the emissions from our transmission and distribution operations. As such, our 2030 interim target was dependent on GHG reductions at Fort Martin and Harrison that could be realized only through a meaningful reduction in operation of these two plants prior to 2030.

Through our evaluation, we identified several challenges impeding our path to achieve the 2030 interim target:

- **Energy Policy in West Virginia:** West Virginia is heavily reliant on coal generation, from both an energy and economic perspective, and has established the energy policy and regulatory authority to sustain coal generation in the state. An intentional reduction in generating output for environmental reasons would not be prudent as it is inconsistent with the state's energy policy.
- **Resource Adequacy Concerns:** In light of the significant retirements of base load generation scheduled through 2030, there is uncertainty about what resources will replace that generating capacity (see [NERC](#) and [PJM](#) reports).
- **Changing Market Conditions:** Energy market developments, including announced base load retirements from our PJM peers and changes in natural gas prices, have made it more economical than historically projected to run our coal plants.

In light of these challenges, we believe the most transparent course of action is to remove our 2030 interim target.

We remain committed to our ultimate goal of companywide carbon neutrality for Scope 1 emissions by 2050. While we have determined that we are unable to meaningfully reduce generation-based GHG emissions in West Virginia by 2030, we maintain our long-term commitment to move beyond our two coal-fired generating plants no later than 2050. In the near-term, we will monitor and evaluate emerging technologies or solutions that could reduce GHG emissions from these plants. We also continue our focus on GHG reduction in our transmission and distribution businesses. These emissions are within our control, pervasive in every state across our footprint, and aligned with our long-term, forward-looking transmission and distribution strategy to enable the energy transition.

GENERATION: JOURNEY TO CARBON NEUTRALITY

We are committed to working with our regulators to move beyond our two West Virginia coal-fired generating plants by 2050. Through various filings with the West Virginia Public Service Commission (WVPSC), we have identified that the end of useful life date is 2035 for Fort Martin and 2040 for Harrison. These dates are based on our assessment of when it is projected to no longer be cost effective and beneficial to customers to make the capital investments needed to keep these facilities operating effectively and in compliance with evolving environmental regulations.

In 2025, FirstEnergy will submit an Integrated Resource Plan (IRP) to the WVPSC that will include our analysis of market conditions and identify how we believe we can best fulfill our obligation to supply our West Virginia generation customers with reliable and cost-effective energy through 2040 (a requirement every five years in the state of West Virginia). This will be one important step toward understanding our evolving path forward to carbon neutrality.

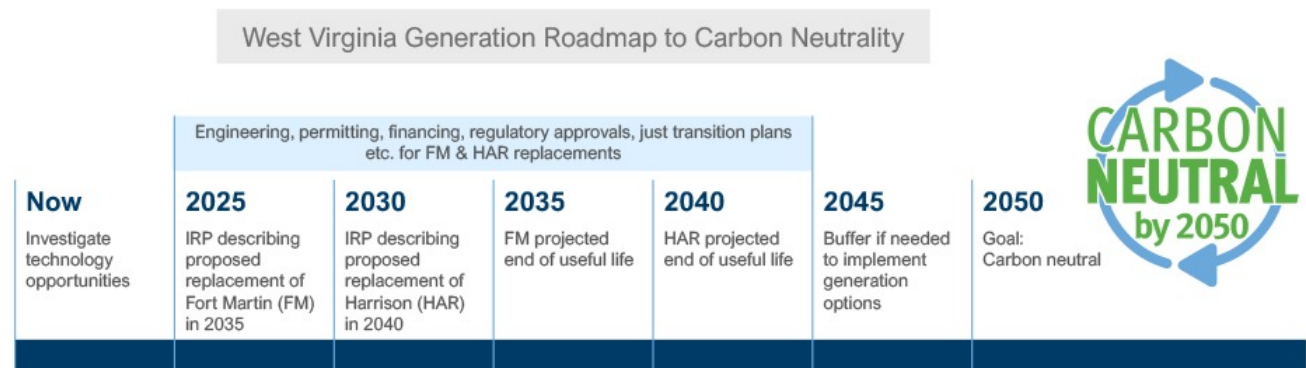
We understand that the state of West Virginia strongly prefers asset-backed generation from its utilities, which means FirstEnergy will likely be expected to replace the energy from Fort Martin and Harrison. What resources that will entail and what our path to carbon neutrality will look like are uncertain at this time for a number of reasons – among them, potential environmental regulation relevant to power plants, future technological advancements in carbon-free resources, and resource adequacy concerns about capacity gaps amidst the closure of base load fossil fuel plants and the growth of intermittent renewable resources.

We will continue to follow the 5-year cadence of integrated resource planning in West Virginia and add increasing clarity about our pathway to 2050. And we will work closely with the WVPSC and the West Virginia Public Energy Authority (WVPEA) to develop our future generation transition plan, as the state of West Virginia requires their approval.

We also expect to eventually engage in a broad stakeholder dialogue to ensure a just transition for the West Virginia communities surrounding Fort Martin and Harrison as well as our own plant employees. FirstEnergy has a long history of transitioning fossil fuel plants. Since 2005, we have retired nearly 6,000 MW of fossil generation. Engaging communities, considering their unique needs and supporting the economic well-being of the surrounding areas were essential to our process in the past and will remain a priority in our approach to the future transition of Fort Martin and Harrison.

In the near term, we will continue advancing our goal of [building solar in West Virginia](#) and supporting the state in bolstering and diversifying the region's energy mix by embracing solar to complement coal-fired generation.

FIGURE 3



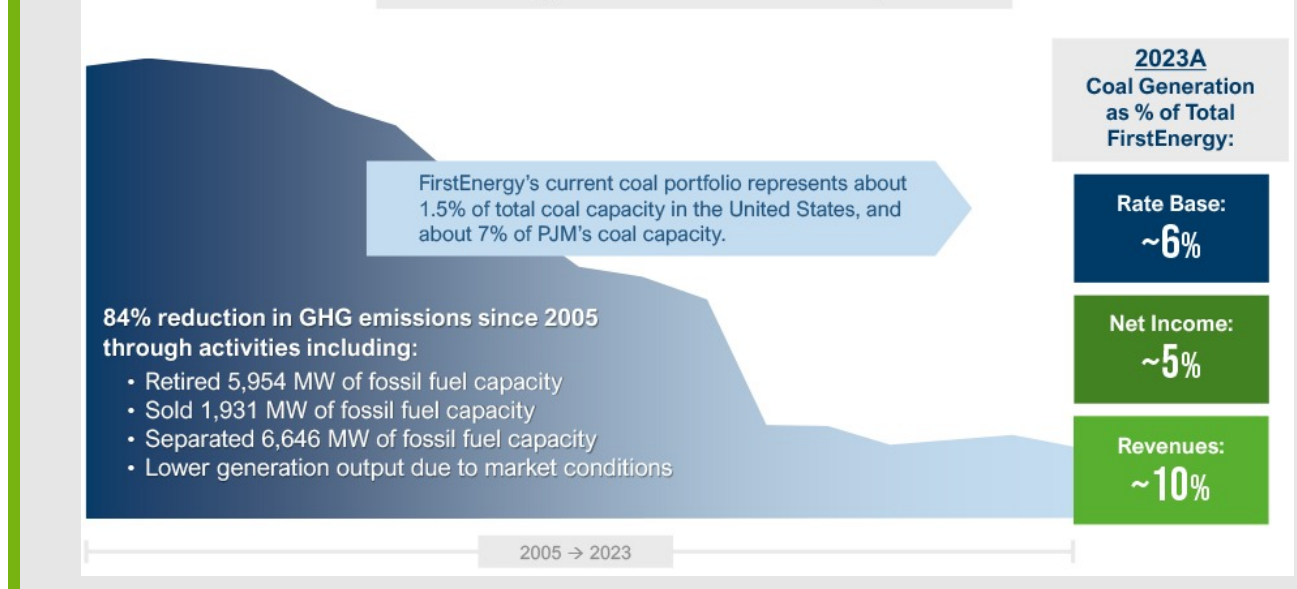
Historical Generation-Based Carbon Reduction Achievements

Since 2005, FirstEnergy's generation-based decarbonization efforts have resulted in substantial emissions reductions. As of December 31, 2023, these were achieved through a combination of efforts: retiring 5,954 MW of fossil fuel capacity, selling 1,931 MW of fossil fuel capacity, separating 6,587 MW of fossil generation and reducing generation output.

It's important to note that selling or separating fossil fuel-based generation can reduce the company's emissions, but it does not always reduce or eliminate those emissions for the planet – which is the primary objective of GHG reduction. We understand that all the coal generation we previously sold and separated from has since been retired.

FirstEnergy's current coal generation fleet consists of two remaining plants (3,100 MW). As of December 31, 2023, it represents approximately 6% of the overall rate base and 5% of net income, and it comprises just 1.5% of [total U.S.-based coal capacity](#) and 7% of [coal capacity in the PJM region](#).

FIGURE 4



Renewable Generation Strategy

Because we are primarily a transmission and distribution company, FirstEnergy's role in the energy transition is not characterized by converting a large fossil fuel generating fleet to a renewable-based one – which is the focus of many of our industry peers. Instead, we're focused on making the transmission and distribution investments needed to reliably enable and support low-carbon solutions in both generation and customer end use.

In fact, four of the five states in which FirstEnergy principally operates (Ohio, Pennsylvania, New Jersey and Maryland) are deregulated states that prohibit utilities from owning generation. This includes renewable sources such as solar and wind as well as energy storage when storage is defined as a generation asset.

Working within the bounds of state laws and regulations, we are continually looking for and acting on opportunities to build or support clean energy.

For instance, we're advancing our goal to own at least 50 MW of solar generation in West Virginia by 2025. The [first of five planned solar sites](#) is now complete at the Fort Martin Power Station.

In addition, we're leveraging our transmission and distribution expertise to connect renewable resources to the grid – in smaller scale ways like individual customer connections and larger scale ways such as [connecting offshore wind to the grid in New Jersey](#) or [facilitating the incorporation of new renewable sources and accommodating increased demand](#) across multiple states in the PJM region.

Please see our [Investing in Renewables](#) page for more detailed information about FirstEnergy's renewables strategy and larger role in the energy transition to a low-carbon future.

SF₆ EMISSIONS: JOURNEY TO CARBON NEUTRALITY

Sulfur hexafluoride, or SF₆, is an inert gas commonly used by energy companies as an electrical insulating material and arc extinguisher in high-voltage circuit breakers and switchgear. If escaped to the atmosphere, it acts as a potent GHG with a global warming potential significantly greater than CO₂.

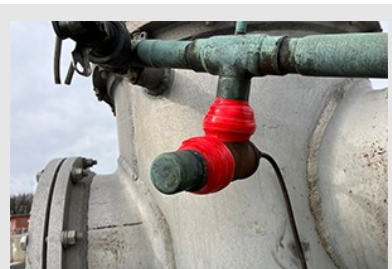
Because of our companywide Scope 1 GHG reduction approach, reducing SF₆ emissions from our transmission and distribution equipment is a key part of working toward carbon neutrality. Toward that end, FirstEnergy employs a multi-pronged approach, including:

- Leveraging quarterly leak rate analytics to identify SF₆ leaks.
- Utilizing gas imaging technology in the field to pinpoint the exact source of individual SF₆ leaks and inform how we resolve the leak.
- Enhancing the efficiency of our process from leak identification to leak resolution through improved education/training as well as enhanced repair, replace, and leak mitigation practices.
- Replacing circuit breakers with obsolete SF₆ designs with newer models that have reduced nameplate capacity and improved gasketing materials.
- Establishing a cross-functional team dedicated to evaluating near-term non-SF₆ alternatives for lower voltages and developing a longer-term vision for alternatives at higher voltages.

FirstEnergy's efforts to reduce emissions from SF₆ gas common in utility equipment are long-standing. Since 2011, FirstEnergy has reduced these emissions by approximately 75%. We continue to enhance our SF₆ reduction strategy as we work toward carbon neutrality.

New SF₆ Leak Mitigation Technique

FirstEnergy partnered with the Electric Power Research Institute (EPRI) in 2023 to pilot a new innovative tape mitigation measure for sealing SF₆ leaks from utility infrastructure. The first-of-its-kind pilot took place in Morristown, New Jersey and involved carefully sealing an SF₆ leak from a 230 kV gas-insulated bus with compression tape. The mitigation tactic can help



MOBILE FLEET EMISSIONS: JOURNEY TO CARBON NEUTRALITY

The largest source of emission from FirstEnergy’s mobile fleet is company vehicles. We are electrifying our vehicle fleet as part of our efforts to reduce Scope 1 emissions companywide and work toward carbon neutrality. By steadily and responsibly converting our conventional fuel vehicles to electric and plug-in hybrid alternatives, we expect to achieve our goal of electrifying 30% of our light-duty and aerial truck fleets by 2030 and 100% by 2050. As of June 2023, we have reached 10% electrification of this 3,400-vehicle combined fleet. The ability of vehicle manufacturers to build and deliver electric and plug-in hybrid alternatives is a risk to this strategy.

It is our intention to also electrify our medium- and heavy-duty fleets and set corresponding electrification goals for those classes in the future. We are regularly engaged with vehicle manufacturers on their progress to develop cost-effective electric solutions for those weight classes that suit the terrain in our region.

Beyond fleet electrification, we are also in the process of building our anti-idling efforts. Vehicle idling produces GHG emissions, so we see the potential for GHG reduction as well as fuel and maintenance cost savings through an anti-idling focus. Our near-term objectives in this area are idling data development, anti-idling policy refinement, and field education and engagement.

SCOPE 2 EMISSIONS

What are they?

FirstEnergy has two sources of Scope 2 emissions: transmission and distribution line losses and energy we use to power our company’s facilities/operations.

What are FirstEnergy’s current reduction efforts and potential future opportunities?

Although not an explicit part of FirstEnergy’s 2050 carbon neutral target, we are engaged in reduction efforts that impact Scope 2 emissions. As a primarily transmission and distribution utility, we plan to invest over \$4 billion annually to strengthen and modernize our infrastructure. These investments improve the efficiency of our system and, in turn, contribute to the reduction of emissions from line loss. As we continue to focus on enhancing our transmission and distribution systems to enable the energy transition, we will also enhance our line loss reduction efforts.

In terms of facility energy use, we are rightsizing and optimizing office space at our facilities while preparing for expansions and additional facility needs in our transmission and distribution businesses to support the energy transition. We also incorporate energy efficient products and equipment – such as upgraded HVAC equipment, enhanced roof insulation and LED lights – where cost-effective and prudent. Additionally, we are ensuring new builds are equipped with the infrastructure needed to support a menu of sustainable options – from efficient HVAC systems to EV fleet charging and solar integration.

FIGURE 6

	Transmission + Distribution Line Loss	Energy Used for Facilities/Operations
Reduction Efforts Already Underway	<ul style="list-style-type: none"> Transmission and distribution investments that upgrade and enhance our system Voltage conversion efforts that impact electric current and reduce line loss Distributed energy resource integration, which reduces the distribution load we need to serve, impacting electric current and reducing line loss 	<ul style="list-style-type: none"> Facility rightsizing and office space optimization Energy efficient upgrades, where possible and prudent Infrastructure design for new builds to support menu of sustainable options
Additional Reduction Opportunities for Evaluation	<ul style="list-style-type: none"> Future technology advancements in more efficient equipment or other solutions that could reduce line loss 	<ul style="list-style-type: none"> Integration of solar or other renewables at company facilities

What are FirstEnergy’s Scope 2 reduction challenges?

There are some challenges to reducing Scope 2 emissions.

First, these emissions are partially based on the emissions intensity of the PJM region – which is outside FirstEnergy’s control.

They are also partially based on energy usage. And while we continue to focus on energy efficiency at our facilities, we face several energy use-related challenges, as well. For example, anticipated future load increases from EV fleet charging at our facilities and new transmission or distribution facilities could offset reductions achieved through facility closures, office space optimization efforts and other energy efficient practices. Additionally, some of our existing infrastructure is not capable of supporting energy efficient or sustainable upgrades, and retrofits can be cost prohibitive.

In terms of line loss, we face similar challenges. As we work to support the energy transition to a low-carbon future, we’re doing things like expanding

transmission to accommodate more distributed renewables and making investments to enable end-use electrification. Both will increase line losses. So, as we support emissions reductions in our region through our transmission and distribution efforts, our own Scope 2 emissions from line loss could increase.

Will FirstEnergy set a Scope 2 goal?

We are carefully evaluating the impact of our current Scope 2 reduction efforts, assessing challenges, and considering additional reduction opportunities. This evaluation and our participation in EPRI's SMARTargets initiative will help us assess whether we can set meaningful and achievable Scope 2 targets.

Refreshed GHG Inventory Management Plan

In 2023, FirstEnergy refreshed its GHG Inventory Management Plan in consultation with an experienced third-party consultant. This refresh included, among other things, enhancing our emissions calculation methods, improving data collection and management methods across all scopes, and calculating and evaluating Scope 3 emissions to determine relevance.

SCOPE 3 EMISSIONS

What are they?

Scope 3 emissions are indirect emissions comprised of 15 upstream and downstream value chain categories. In 2023, FirstEnergy leveraged a third-party consultant to calculate its Scope 3 emissions and determine which categories are relevant to our business. Our relevant Scope 3 emissions were determined to be: fuel- and energy-related activities (meaning purchased power resold to non-shopping customers), supply chain-related purchased goods and services and capital goods. Fuel- and energy-related activities were determined to be the largest, comprising 94% of Scope 3 emissions.

What are FirstEnergy's current reduction efforts and potential future opportunities?

FirstEnergy has implemented relevant efforts that are expected to result, albeit minimally right now, in the reduction of our Scope 3 emissions. Those include:

FIGURE 7

Energy Efficiency Programs	Many of FirstEnergy's utility companies help customers understand and use energy more efficiently and wisely through energy efficiency education. Between 2021 and 2025, we aim to help customers achieve cumulative reductions in electricity usage exceeding 7.5 million MWh and lower their demand on the electric grid during peak usage hours by 400 MW. Visit our Energy Management and Efficiency page for more detailed information.
Renewable Power Purchase Agreements (PPA)	Where cost-effective for our non-shopping customers (including the least-able financially), we assess opportunities for including renewable PPAs in our default service plans. For instance, we recently included a solar PPA for our non-shopping customers in Pennsylvania.
Supporting Renewables Integration	While we are prohibited by regulation from owning generation in four of the five states we principally operate in, we are leveraging our transmission and distribution expertise to enable and connect renewable resources in the PJM region. Some examples include: <ul style="list-style-type: none">• NJ Wind Interconnection: JCP&L Selected to Connect Offshore Wind-Generated Electricity to the Grid (firstenergycorp.com)• Renewables Integration and Demand Growth in PJM Region: FirstEnergy Subsidiaries Awarded More Than \$800 Million in Transmission Upgrades (firstenergycorp.com)• Connection of Pennsylvania Solar Farms: West Penn Power Connecting Two Solar Projects to Electric Grid (firstenergycorp.com)

What are FirstEnergy's Scope 3 reduction challenges?

Scope 3 fuel- and energy-related activities are based on two factors: customer usage and the emissions intensity of the power we purchase from the PJM market to serve our non-shopping customers. The challenge for FirstEnergy is that these two factors are largely outside of our control.

In terms of customer usage, we offer and encourage energy efficiency opportunities for customers, but we expect significant load growth increases from end-use electrification in the years ahead – and we welcome and encourage that electrification as part of the much-needed decarbonization of the

economy.

In terms of purchased power, the emissions intensity of the PJM market is outside of FirstEnergy's ability to control. For instance, if the energy mix in the PJM market evolves in the coming decades and transitions to cleaner energy resources, our Scope 3 emissions are projected to decrease in alignment with a lower PJM emissions intensity.

Alternative scenarios are also possible. End-use electrification could accelerate faster than predicted and result in a different trajectory for FirstEnergy's Scope 3 emissions – one where our Scope 3 emissions don't decrease as much or as quickly. Additionally, with growing [reliability concerns](#) about the transition from base load fossil fuel plants to intermittent renewable resources, it's possible the clean energy transition in the PJM region slows and sets FirstEnergy's Scope 3 emissions on another alternative trajectory.

Will FirstEnergy set a Scope 3 goal?

We view our ability to intervene or take actions that result in meaningful emission reductions as a key factor in goal setting. Right now, we do not see value or meaning in setting a Scope 3 GHG reduction goal because FirstEnergy has little reasonable ability (particularly while being mindful of cost impact to non-shopping customers) to impact its largest Scope 3 category: fuel- and energy-related activities. Any goal setting in this area would be based on variable external conditions rather than concrete actions that we believe we can take.

We will continue to track our relevant Scope 3 emissions as well as participate in EPRI's SMARTargets program to determine if setting a Scope 3 GHG reduction goal can be done in a meaningful and achievable way for FirstEnergy in the future.

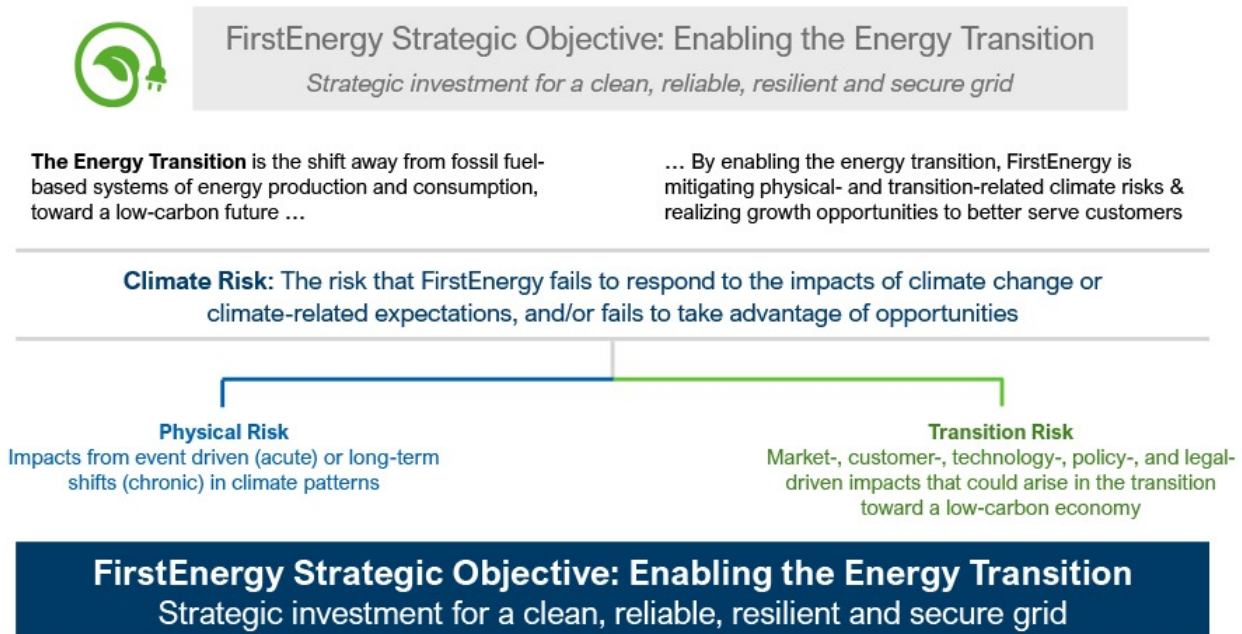
EPRI's SMARTargets Initiative

FirstEnergy is participating in EPRI's SMARTargets project – a two-year research initiative designed to develop a methodology for setting actionable GHG emissions targets at the company level that are grounded in science and aligned with global goals.

CLIMATE RISK AND THE ENERGY TRANSITION TO A LOW-CARBON FUTURE

Reducing GHG emissions is just one part of FirstEnergy's Climate Strategy. The other major component is helping to enable the energy transition to a low-carbon future. This is also a strategic corporate objective for our company.

FIGURE 8



The energy transition is an economywide effort to decrease greenhouse gases and mitigate temperature rise to avoid negative physical impacts of climate change. The “transition” is one from fossil fuels to alternative low-carbon solutions in both generation (supply side) and customer end use (demand side).

As a regulated utility focused on transmission and distribution, we are the highway system between those two supply and demand bookends, and our role is to support and reliably enable that energy transition. That requires mitigating risks that could emerge – physical or transition – and capitalizing on opportunities well-suited to our customers, business model and a low-carbon future.

For more detailed information on FirstEnergy's role in the energy transition, please visit our [Grid Modernization](#) and [Investing in Renewables](#) pages.

CLIMATE OVERSIGHT AND ACCOUNTABILITY

FirstEnergy's board of directors provides oversight and guidance on employee, environmental, social and governance (EESG) topics, including climate change. The board has five standing committees that, through [their respective oversight responsibilities](#), assist in guiding FirstEnergy's Climate Strategy and related efforts. The Governance, Corporate Responsibility and Political Oversight Committee (Governance Committee) has general responsibility for oversight of EESG matters and receives climate-related updates at each of its meetings. In coordination with the Governance Committee, the Operations and Safety Oversight Committee reviews and monitors environmental-related strategies, initiatives and policies, including in the area of climate change. The Finance, Audit and Compensation Committees also provide specific oversight of EESG matters that fall within the scope of responsibilities set forth in each of their charters. Please see the company's [Climate Report](#) for additional climate-related board oversight information.

The full board of directors also provides oversight of risk management practices, reviews material company risks – including the climate-related ones – and helps ensure processes are in place to support a strong risk management culture. In addition, the board's Audit Committee:

- Oversees the enterprise risk management (ERM) program and process for identifying, assessing, managing and monitoring enterprise risks.
- Assures risks are appropriately communicated with the board and its committees.
- Oversees risks related to the specific Committee responsibilities, including risks related to financial statements, controls and reporting, as well as steps taken to monitor, control and mitigate such exposures.
- Reviews the risk management governance, guidelines, policies and procedures annually.

At the management level, responsibilities for climate matters are spread across the company. Cross-functional management-level committees – including the Corporate Responsibility Steering Committee, the Climate Subcommittee and the Enterprise Risk Management Committee – are designed to bring relevant leaders together to help FirstEnergy advance climate action in alignment with our corporate strategy, identify and manage climate risks, capitalize on energy transition opportunities, and provide transparency through disclosure efforts. Visit our [Climate Report](#) for more information on these management-level committees.

Climate risks are integrated into our ERM process much like any other enterprise risk. FirstEnergy's current material risks, including those related to climate, are identified and discussed in our [annual and periodic reports](#). To read more about FirstEnergy's risk management oversight and the ERM program and process, including the integration of climate risks, please see the [Enterprise Risk Management page](#) and our [Climate Report](#).

Our Climate Report also includes insights from low-carbon (~1.5-degree) and high-carbon (~4.5-degree) scenarios. These additional scenarios, which build upon the 2-degree analysis we conducted in 2019, help us to view a broader range of possible climate futures and understand some of the potential long-term climate-related risks and opportunities associated with each. The report was designed according to the Task Force on Climate-related Financial Disclosure's (TCFD) climate risk framework. Please see our [TCFD Disclosure](#) to locate our responses to their leading guidance.

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GRID MODERNIZATION

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ENABLING THE ENERGY TRANSITION

As part of our climate strategy and company strategy, we're focused on our role in enabling the energy transition to a low-carbon future and supporting our customers' evolving needs along the way. That includes anticipating and responding to customer expectations for reliable service, clean energy sources and increased control over their energy use and carbon footprint, as well as more sustainable alternatives in transportation, manufacturing and industrial processes.

[Energize365](#) is a multi-year grid evolution program focused on transmission and distribution investments that will deliver the power our customers depend on today while also meeting the challenges of tomorrow. With planned investments of \$26 billion between 2024 and 2028, FirstEnergy will forge a smarter, more secure grid that will meet and exceed reliability targets and accommodate electric vehicles, the electrification of homes and businesses and clean energy sources.

Customer-Focused Distribution Investments for Smarter Energy Use

We are delivering on our customer-focused strategy by building a more dynamic, smart and modern distribution system.

Across our service territory, we are working to strengthen our grid's foundation by building a smarter communications network and replacing or upgrading aging equipment. That includes implementing an Advanced Distribution Management System (ADMS), which is a software platform for distribution grid operations that has advanced application capabilities to help automate outage restoration and optimize performance. Together with smart meters, these tools help enable the distribution grid of the future.

Through our grid modernization plans, FirstEnergy customers have benefited from enhanced grid resiliency, improved reliability and reduced energy consumption. Additionally, with energy efficiency opportunities and innovative products and services customers can ultimately help lower their energy bills.

We expect to have installed smart meters for approximately 86% of our customers by 2028. Aside from enabling automated readings, these meters also help customers make more informed choices about their energy use. Customers with smart meters may even be eligible for a new, voluntary Time-Varying Rate (TVR) offer, allowing them to lower their energy costs by shifting or reducing their energy usage during peak times when electricity demand is the highest.



Wade Smith
President, FirstEnergy Utilities

“At the heart of it all, smart meters are about empowering our customers to make informed decisions about their energy usage and costs. With more accurate and detailed billing information each month, customers can now take control of their energy costs.”

For additional information on our long-term plan for distribution investments, visit our [Investor Factbook](#) 📖. For more information about how our investments are increasing reliability for customers, visit [our Preparedness and Resilience](#) page.

Transmission Investments for a Clean Energy Future

[Energize365](#) builds on the key learnings and successes of *Energizing the Future*, FirstEnergy’s transmission investment initiative aimed at addressing aging infrastructure and plant retirements throughout the region. After a decade of focused investment through *Energizing the Future*, we achieved significant improvements in operating flexibility, enhanced performance and system security.

FirstEnergy continues to modernize our transmission assets, enhance operational capabilities and expand load capacity to make the grid more reliable and resilient. These strategic investments will help ensure our customers benefit from a stronger, smarter and more secure power grid for years to come.

These significant transmission investments also support our climate strategy by hardening the grid against increasingly violent storms, reducing greenhouse gas (GHG) emissions by providing the flexibility needed for the integration of renewable energy resources. Across our service area, we’re replacing or rebuilding existing lines and substations and adding new facilities to meet anticipated load growth and other operational challenges.

Our transmission investments are key to reliably serving our customers and integrating more renewables and distributed energy resources into our region’s electric grid – and enabling the carbon-neutral future our customers and communities want. We’re preparing for that future by:

- Investing in upgrades that ready grid operators to respond more swiftly to changing conditions and facilitate the reliable inclusion of smaller, distributed generating sources.
- Assessing the value of energy storage as a transmission asset to enable greater operational flexibility, increased protection against physical asset risks, and better support for increased renewables and distributed energy resources.
- Upgrading and modernizing our transmission system to provide customers with a stronger, smarter and more secure power grid for years to come.
- Exploring the use of distributed energy resources, such as solar and battery storage, at key substation locations as an alternative to fossil fuel-based backup generators for station service and to enhance restoration capabilities.

For additional information on our long-term vision for transmission investments, visit our [Investor Factbook](#) 📖.

Measuring Reliability Performance

Our customers count on us to keep their energy flowing and address outages swiftly when they occur. Reliability metrics such as distribution System Average Interruption Duration Index (SAIDI) and Transmission Outage Frequency (TOF) are included in our Key Performance Indicators (KPIs) and are crucial to our pursuit of performance excellence.

SAIDI represents the average total duration of outage minutes in a year for each customer served, adjusted for major storms. Our KPI goals for SAIDI are in line with annual standards established by the state utility commissions and are set to challenge our operating companies to enhance performance. TOF measures the frequency of transmission line outages, excluding those that are scheduled, forced by emergency or operational. The KPI goals for TOF are determined through industry peer benchmarking.

We measure our performance on these metrics and share results with employees both monthly and annually. Please see our [EESG data table](#) for our trended reliability performance metrics.

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INVESTING IN RENEWABLES

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SUPPORTING CLEAN ENERGY OPTIONS

FirstEnergy is taking many steps to prepare for a reduced carbon world, and each state where we operate presents a different path toward the clean energy future. Though regulatory decisions may limit our ability to develop renewable generation, we recognize that our customers expect more sustainable energy options and are exploring ways to meet that demand across our service territory.

Four of the five states in which FirstEnergy principally operates (Ohio, Pennsylvania, New Jersey and Maryland) are deregulated states that prohibit utilities from owning generation. With a few exceptions, FirstEnergy's utilities are prohibited from owning generation in these states. This includes renewable sources such as solar and wind as well as energy storage when storage is defined as a generation asset.

We want to empower our customers with solutions that meet their energy needs and reduce the region's carbon footprint. Working within the bounds of state laws and regulations, we are continually looking for and acting on opportunities to build the clean energy future we all envision.

Solar Generation

Advancing FirstEnergy's goal to own at least 50 megawatts (MW) of solar generation in West Virginia by 2025 is a key step toward executing our climate strategy and building a sustainable energy future. In January 2024, Mon Power completed work and put the Fort Martin solar site into service. This site is the [first of five planned solar sites](#) Mon Power and its sister company Potomac Edison have planned to help bolster and diversify the region's energy mix.

Nearly 50,000 solar panels are now generating renewable energy at the approximately 80-acre Fort Martin site, which can produce up to 18.9 MW of solar energy per hour. One MW of solar energy powers a national average of 173 homes, according to the Solar Energy Industries Association.





Ultimately, the companies' five sites are expected to collectively generate up to 50 megawatts of renewable energy. In August 2023, the [West Virginia Public Service Commission \(PSC\) approved the companies' request](#) to construct the Fort Martin solar site and two others in Rivesville, Marion County (5.5 MW), and Marlowe, Berkeley County (5.7 MW). Construction of the sites is expected to be complete by the end of 2024.

The companies plan to seek final approval from the PSC later this year to build the additional two solar sites in Davis, Tucker County (11.5 MW), and Weirton, Hancock County (8.4 MW) once customers subscribe to the energy they will produce. The companies expect to complete construction of the final two sites by the end of 2025.

Additionally, FirstEnergy Pennsylvania received approval to purchase electric generation supply in 2023. The program includes a process for procuring power for Default Service customers, meeting state-mandated alternative energy standards, and includes a separate bidding process to procure a new long-term solar energy project with a total capacity of at least 7 MW and up to 20 MW.

SUPPORTING THE GLOBAL ENERGY TRANSITION

In New Jersey, JCP&L completed a grid connection for a 19.8-megawatt solar project located at a former landfill property in Mount Olive. The largest landfill solar project in North America is now delivering clean energy through FirstEnergy's transmission lines.



Offshore Wind

In October 2022, through a competitive solicitation process, the New Jersey Board of Public Utilities (NJBP), in coordination with regional grid operator PJM Interconnection (PJM), awarded Jersey Central Power and Light (JCP&L) several onshore transmission upgrade projects utilizing existing rights-of-way (ROW) to support New Jersey's goal of introducing 11,000 MW of offshore wind-generated electricity by 2035. JCP&L continues to build infrastructure for these projects, collectively referred to as the New Jersey Clean Energy Corridor (NJCEC), despite Orsted suspending its two US wind projects.

The projects were carefully designed to maximize existing grid infrastructure and minimize disruption to the way New Jersey residents live and enjoy their communities. JCP&L will use approximately 40 miles of existing power line corridors for the upgrades, and the projects will not require any new construction on undeveloped land outside of JCP&L's owned property or existing ROW.

Through its NJCEC projects, JCP&L is helping modernize New Jersey's energy grid by upgrading existing high-voltage transmission infrastructure and enabling the state to handle the growing demand for electricity now and for years to come. The work will enhance JCP&L's ability to deliver power efficiently and reliably and connect new sources of clean, renewable energy to the grid. The nearly \$905 million investment is expected to begin in 2025, with completion targeted by 2030.

Battery Energy Storage

In Maryland, Potomac Edison is implementing two battery energy storage projects in response to the state's Energy Storage Pilot Program, which was established in 2019 to examine new technologies that could have a transformative impact on electric distribution systems. The program allowed all investor-owned electric utilities to submit at least two energy storage proposals to the Maryland Public Service Commission for consideration.

- In December 2022, we became the first utility to complete a project under Maryland's program, pairing battery energy storage with two new electric vehicle (EV) fast-charging stations and one Level 2 charging station in Frederick County. Because fast-charging stations create significant demand on electric grids, the bundling of the energy storage system with fast chargers will allow Potomac Edison to study how energy storage can help minimize the impact of such demand spikes on its network.
- The second project, a 1.75-megawatt battery energy storage project planned for Allegany County, will provide back-up power to more than 1,000 customers during outages, enhancing service reliability in an area west of the town of Hancock. That project is expected to be in service in 2024.

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A utility worker wearing a white hard hat, safety glasses, and a high-visibility vest is working on a smart meter. The worker is wearing white gloves and is using a tool to connect an orange cable to the meter. The meter is mounted on a wall. The text "SMART TECHNOLOGIES" is overlaid in large white letters on the image.

SMART TECHNOLOGIES

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SMART TECHNOLOGIES

We're investing in smart technologies for homes and cities to help customers manage their energy consumption and expenses.

Smart Meters

Smart meters use state-of-the-art technologies that ensure accurate readings while providing customers with information they need to better manage their electricity use. FirstEnergy has already installed millions of smart meters throughout our service territory as we work toward our goal to equip approximately 86% of our customers with this powerful tool by 2028. Looking forward, smart meters may also enhance our ability to respond to outages and restore power faster and more efficiently. Visit our [Smart Meters](#) page to learn more.

We are striving for ~86% of FirstEnergy customers to have smart meters by 2028.

Smart Cities

Cities are using innovative technologies to improve sustainability and promote energy efficiency, offering their residents a better, smarter way of living. FirstEnergy is excited to partner with cities like Erie, Pennsylvania, and others throughout our footprint to install smart LEDs that make communities brighter, safer and more inviting for our customers to live, work, shop and learn.

When cities partner with us to install smart LEDs, we can monitor the smart streetlights through the network to determine if a light is burned out, remains illuminated during daylight hours or is not operating at its proper voltage. This means we can resolve lighting issues without relying solely on residents and employees to report burned-out lamps or other problems. In addition, the network controls also allow specific streetlights to be brightened outside bars and theaters to keep patrons safe late at night or dimmed for special events such as fireworks.



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ENERGY EFFICIENCY

FirstEnergy has long supported our customers' ability to use energy more efficiently and wisely. Our energy efficiency programs are one way we help customers identify areas to reduce energy use and minimize their carbon footprint while also saving money on their electricity bills. We offer a suite of energy efficiency programs to meet or exceed these reduction targets while also supporting system reliability and lowering customers' demand for electricity.

In 2023, our energy efficiency programs helped customers save over 645,000 MWh of electricity—the equivalent of one year's pollution from 92,000 cars. By 2025, we aim to help customers achieve cumulative reductions in electricity usage exceeding 7.5 million MWh and lower their demand on the electric grid during peak usage hours by 400 MW, each from our 2020 baseline. These actions, if implemented as planned through 2025, will avoid the equivalent of more than 5.3 million metric tons of GHG—the equivalent emissions generated by more than 1.1 million passenger vehicles driven for one year.

Residential customers can save energy through significant incentives that offset the costs of major home efficiency upgrades, such as home insulation and weatherization, major appliance upgrades or heating and cooling system improvements. Others may benefit from smaller, incremental changes such as lighting improvements, enhanced energy usage data and education, or kits that provide useful energy-efficient products, such as LED light bulbs. To view energy efficiency programs and tools available to residential customers, visit our [Save Energy](#) page.

We also offer solutions for small businesses, government entities, schools and even the largest and most energy-intensive manufacturers and industries.

Our portfolio of commercial and industrial programs provides measures and financial incentives for these customers to purchase qualifying high-efficiency products; recycle inefficient appliances; complete energy audits; and adopt energy-saving behaviors or energy management practices.

To view these and other programs available to our commercial and industrial customers, visit our [Business Energy Analyzer](#) page.

Please see our [EESG data table](#) for our energy efficiency metrics.

Energy Management

FirstEnergy has long supported our customers' ability to use energy more efficiently and wisely. And, we continue to help our customers better understand and manage their energy usage by linking them to a variety of energy efficiency programs and energy management tools – giving them the power to achieve their energy goals.

Our online [Home Energy Analyzer](#) tool helps customers gain valuable insight into their energy use to determine solutions that will work best for their households. The tool includes bill comparisons, home and business energy analysis, account information and preferences and high-bill alerts. With all of this information at their fingertips, our customers are empowered to make changes in their energy use during the current billing period to keep their monthly electric bill affordable.

For additional information on our Energy Management tools and resources, please visit our [Energy Savings](#) website.



Distributed Energy Resources

We understand the pressing desire for low- and zero-carbon generation and recognize that our customers expect more sustainable energy options. We support our customers' right to safely use distributed energy resources (DERs) and have developed processes that support the interconnection of solar, energy storage and other DERs consistent with the laws and regulations of the states in which we operate.

As customers grow more interested in the opportunities presented by DERs, we are studying the best ways to facilitate connection to our grid. Every installation is unique, and we work closely with customers who submit an application to interconnect their DERs with our distribution system. We have developed a comprehensive review process to assess the interconnection scenario, request clarifications and identify any adjustments needed before proceeding with the interconnection process. Once these requirements are satisfied, we collaborate with customers to complete the safe and reliable integration of their DER project on our grid.

As we explore new opportunities to meet our customers' increasing demand for energy and uses for DERs, we must also maintain compliance with state and federal regulatory requirements related to renewable energy generation and interconnections. For example, FERC Order 2222 when implemented is expected to open up wholesale market participation to aggregation of distributed energy resources for customer resources interconnected to the distribution system. FirstEnergy has a dedicated team focused on developing participation requirements at both the state and federal levels with state regulators, PJM and DER Aggregators while maintaining the reliability and safety of the distribution system.

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ELECTRIC VEHICLES

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EXPANDING ELECTRIC VEHICLE (EV) INFRASTRUCTURE

Transportation electrification has the potential to eliminate direct tailpipe emissions from gasoline-powered cars and improve air quality across our service area. Data from state departments of transportation and the Electric Power Research Institute (EPRI) indicates that there were over 150,000 registered EVs within FirstEnergy's footprint, and the US Department of Energy reports over [1,300 active EV charging stations across our service territory](#). Significant federal incentives have been approved to help increase EV adoption, and our *EV Driven* programs in Maryland and New Jersey are making electric vehicle adoption more accessible, convenient and affordable. With the success of these programs, we are looking to expand EV programs and incentives to other states within our service territory.

The Infrastructure Investment and Jobs Act (IIJA) contains over \$18 billion in funding for transportation electrification. One of the largest programs in the IIJA, the National Electric Vehicle Infrastructure (NEVI) formula grant program, is the \$5 billion cornerstone of this funding with the goal of providing 500,000 EV fast charging stations along the nation's travel corridors to help make cross-country EV travel accessible to all Americans. We have a team dedicated to helping potential NEVI grant recipients with their applications. One of these grant recipients is located in our Ohio Edison service territory in London, OH, and in December 2023 it became the very first EV charging site commissioned with NEVI funds to be energized in the U.S.

In Maryland, we're supporting the state's goal to have 300,000 zero-emission vehicles on the road by 2025 by installing utility-owned public charging stations throughout our Potomac Edison service area. Through year-end 2023, we have installed 61 charging stations, including 20 direct-current (DC) fast chargers, which can provide an 80% charge for most EVs in less than an hour. We have also installed Level 2 charging stations that accommodate two vehicles simultaneously and deliver 8 to 24 miles of range per hour of charging. In an extension filed with Maryland's Public Service Commission (PSC) on March 1, 2024, we are looking to further improve access to EV charging by expanding our EV Driven programs.



In New Jersey, we're supporting the state's goal of deploying 330,000 light-duty electric vehicles by 2025 by providing incentives for electric vehicle charging infrastructure. With this four-year, \$38.9 million program, JCP&L is providing incentives for residential, mixed-use commercial and multifamily property charging. We're also working to increase public-access DC Fast charging, with incentives up to \$25,000 per DC fast charger port for up to 248 charging locations accessible to the public across JCP&L's service territory.

To learn more, visit our [EV Driven](#) website. The interactive website contains a wealth of information about electric cars, including a tool that allows you to view available car models and price ranges, calculate potential fuel cost savings, and understand the times associated with various charging options. You can also see if there are utility rates, rebates or tax incentives available at the federal or state levels.

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We are committed to investing in the communities we serve, promoting public safety and economic development, and advancing equitable and inclusive business practices to enable positive, sustainable change while delivering superior customer service.

RELIABILITY AND RESILIENCE

We recognize that our electric service is wide-reaching, impacting more than 6 million utility customers who depend on us to provide safe and reliable energy every day of the year. Routine infrastructure maintenance and storm preparedness plans play key roles in our efforts to help ensure service reliability and resilience.

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INNOVATION & DIGITAL FACTORY

We're reimagining business processes and exploring new and inclusive ways to solve problems thanks to our technology-forward and collaborative Innovation & Digital Factory. Using innovation champions embedded within business units throughout the company, we identify ideas and process improvements that transform our organization and customer experience.

[READ MORE](#)

CUSTOMER EXPERIENCE

We're using historical data to help determine which customers may benefit from assistance programs. This proactive approach not only ensures better customer support but also fosters a stronger sense of community and social responsibility. By harnessing the power of data, we can tailor our outreach efforts, providing targeted assistance to those who need it most.

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CHARITABLE GIVING & VOLUNTEERISM

PUBLIC SAFETY

SUPPLY CHAIN

In 2023, FirstEnergy employees spent nearly 28,000 hours volunteering for organizations across the company's service territory. These hours, along with robust engagement in employee-driven giving campaigns, are a testament to the commitment, compassion and ownership employees feel as vital members of our communities to make a positive impact on those around them.

[READ MORE](#)

We help educate and prepare first responders and other members of the community who may come near our electrical lines and equipment. From our fleet of [Live Wire Electrical Safety trailers](#) to our new series of safety videos for customers of all ages, we are helping people understand how to identify and stay safe around electrical hazards.

[READ MORE](#)

We're focused on building our diverse supplier pipeline through our Supplier Diversity Program. Maintaining an inclusive supplier diversity strategy is important when sourcing products and services, selecting suppliers, and managing supplier and contractor relationships. Our goal targets a 19% increase in our supply chain spend with diverse suppliers by 2025.

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FOUNDATION & CORPORATE GIVING

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FOUNDATION & CORPORATE GIVING

The Corporate Affairs and Community Involvement team guides the company’s community stewardship efforts, working with local nonprofit organizations and community leaders to support initiatives that promote civic, economic and social well-being. This support includes FirstEnergy Foundation grants, corporate giving and sponsorships, annual giving campaigns and employee volunteerism.

FirstEnergy Foundation

The FirstEnergy Foundation invests in nonprofit organizations to enable positive, sustainable changes that strengthen the communities we serve to promote their vitality. The Foundation’s giving priorities parallel FirstEnergy’s business interests and range from supporting key safety initiatives and promoting workforce and economic development to improving social and cultural aspects of our region. As an overarching priority in line with our companywide focus on diversity, equity and inclusion (DEI), the Foundation also supports organizations and initiatives that demonstrate a meaningful commitment to DEI.

GIVING PRIORITIES

Improving

the quality of life in our communities and supporting key safety initiatives

Empowering

our communities’ workforce development and educational initiatives

Supporting

employee leadership and volunteer interests that align with our business interests

Promoting

local and regional economic development

Giving Priorities in Action

- In Ohio, a \$500,000 Foundation grant will enable the [Girl Scouts of Northeast Ohio to install a living roof on their new STEM Center of Excellence at Camp Ledgewood](#) in Summit County. Expected to open in fall 2024, the STEM Center will include an 8,000 square-foot building that will house a range of learning spaces and experiences – everything from a wet lab and a tech space to a weather station and a workshop space, including tools needed for prototyping and invention. The Center will have innovative architectural and learning features, including a green roof, which reduces energy use and provides habitat for birds, butterflies and insects in addition to educational opportunities for students to explore wind and solar energy alternatives.
- In New Jersey, a [\\$125,000 Foundation grant to the Healthy Connections Meals Program](#) will help ensure that patients discharged from Hackensack Meridian Health retain access to nourishing meals tailored to their dietary requirements. This initiative aids in combating food insecurity while enhancing the overall well-being of patients within the regions served by FirstEnergy electric company Jersey Central Power & Light (JCP&L). Additionally, a dedicated community health worker actively links these patients with local food services and community-based resources to help support their overall health outlook. The FirstEnergy Foundation grant has also helped fund the program's expansion at HMH's Jersey Shore University Medical Center in Neptune, Monmouth County.
- In Pennsylvania, FirstEnergy Foundation awarded Pennsylvania Women Work, western Pennsylvania's premier women-focused workforce development organization, a [\\$20,000 grant to sustain and grow its efforts to help women and other marginalized job seekers](#) secure meaningful jobs that offer well-paying wages in Westmoreland County. The organization focuses on helping individuals overcome employment barriers to build more stable and prosperous futures for themselves and their families. Among its clients are single mothers, immigrants, women in recovery, formerly incarcerated individuals, first-generation college students and others experiencing a barrier to obtaining employment.
- In Maryland, FirstEnergy Foundation granted surprise "Gifts of the Season" totaling \$36,500 to two local nonprofits, Girls Inc. and the Asian American Center of Frederick, that provide support services to underserved and vulnerable individuals within the Potomac Edison service area. A \$20,000 grant to Girls Inc. helped fund the organization's after school program for girls who lack family and economic stability in their lives. A \$16,500 grant to the Asian American Center of Frederick, helped support operations and purchase materials for programmatic activities, including its Annual Community Health Fair, Citizenship and Integration Services, Financial Literacy Education, Senior Volunteer Programs and Early Childhood Development workshops, all serving low-income, minority and/or immigrant populations in western Maryland.
- In West Virginia, [FirstEnergy Foundation granted \\$25,000 to the Central Appalachian Region of the American Red Cross](#) to continue its important work in the Mon Power service area supporting the health and wellness of diverse community members through the American Red Cross Sickle Cell Initiative. The grant will help the Red Cross aid people with sickle cell disease, the most common genetic blood disease in the U.S., which affects about 100,000 people, primarily of African descent. As a group, people with sickle cell disease experience worse health outcomes compared to patients with other diseases and have access to fewer health resources. The American Red Cross Sickle Cell Initiative will improve their quality of life by working to address health outcome disparities in African American communities.

FirstEnergy has been a major sponsor of the Akron marathon since its inception in 2003. Known for its 26.2-mile blue line threading through the hilly streets of Akron, the elite race celebrates excellence and showcases the city's beauty, diversity and tenacity. The FirstEnergy Akron Marathon draws nearly 8,000 runners and 100,000 spectators annually and had a \$6-million economic impact to the City of Akron in 2023. Since 2003, more than \$6 million has been raised for local charities.

Corporate Giving

FirstEnergy's corporate giving strategies and volunteer engagement focus on initiatives that parallel our business interests, while helping our communities and the people who live in them achieve greater success. We are committed to building productive relationships to address areas throughout our service territory. Our contributions and philanthropic outreach support organizations and projects dedicated to improving the environmental, economic, social, educational and cultural aspects of our communities.

Major Giving Campaigns

- **Harvest for Hunger:** Our company and employees care deeply about food insecurity in our communities. Every spring, our employees organize friendly fundraising competitions and events that support local food banks and community pantries. Our FirstEnergy 2023 Harvest for Hunger campaign was a great success. We exceeded our 1.5 million meals goal by providing 2.1 million meals to help feed families in need throughout our service area. In addition to surpassing our meals goal, we also exceeded our monetary goal of \$214,286 by more than \$80,800. This was achieved through our auction items, employee donations, funds from the Harvest for Hunger Step Challenge, Benevity user donations and the FirstEnergy Foundation's matching gift support.
- **United Way:** The FirstEnergy community has long supported United Way in its efforts to improve the health and socio-economic well-being of our communities. In 2023, we surpassed our \$1 million goal by 19.6% thanks to the generous donations of employees. With gifts through our donor choice program and the 1-for-1 match from the FirstEnergy Foundation, contributions to nonprofit organizations through our 2023 United Way Employee Giving Campaign totaled more than \$2.3 million.

Ongoing Charitable and Community Support Efforts

- **Matching Gifts:** The FirstEnergy Foundation's Employee Matching Gifts program supports employee contributions to qualifying educational, cultural, youth, civic and health and human services organizations.
- **Storm Response:** In-kind donations are also top of mind, especially following an extreme weather event. Staging sites for FirstEnergy operations during storm response often become distribution sites for excess food and supplies at the conclusion of a storm. Food, beverages, paper products and other supplies are donated to area foodbanks, community pantries and other social service agencies to aid customers as they recover following a storm.

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PUBLIC SAFETY

Our commitment to safety extends beyond our employees and into the communities we serve. Our Public Safety group develops and manages programs that promote safety for those who may come near FirstEnergy’s power lines or equipment.

STOP.LOOK.LIVE. CAMPAIGN

This ongoing public safety outreach campaign teaches people to stay safe around electricity by following three simple steps to avoid dangerous accidental contact with electrical equipment:

1. **STOP** what you're doing to consider your personal safety before working or playing around power lines or electrical equipment.
2. **LOOK** around for potential hazards and ways you might come into contact with electrical equipment and identify a way to avoid the hazard.
3. **LIVE** and prevent serious injury or death by taking precautions to avoid accidental contact with electrical equipment.



Stop.Look.Live. reflects our proactive companywide approach to safety and helps customers and community members identify and avoid potentially dangerous situations. Our programming is focused on these groups:

General Public

At-Risk Workers

School Age Students (K-12)

First Responders

DRONE SAFETY

With the growing number of drones now hovering in the skies above our service territory, FirstEnergy's Public Safety group is working to increase awareness about the potential dangers of flying near energized electrical equipment.

Our Drone Safety webpage provides important tips for unboxing a new drone and safe operation, along with how to download FirstEnergy's [The Drone Safety Zone](#) video game.

The online racing game was promoted via digital and social media and invited tweens and teens to virtually test their flying skills. The electrifying racing experience lets kids design their drone and race against other pilots, all while reinforcing important safety messages about drones and power lines.



In addition to the *Stop. Look. Live* advertising campaign, we have robust direct mail, email and web-based educational resource programs that target school-age kids, first responders and our most at-risk contractors, including heavy equipment operators, excavators, tree trimmers and other contractors who often work near or around energized electrical equipment. We also send bill inserts to customers containing tips on how to stay safe around downed power lines and high-voltage transmission lines, and in other potentially dangerous scenarios.

Live Wire Electrical Safety Trailers

As part of our *Stop. Look. Live* public safety outreach program, we help educate and prepare first responders and other members of the community who may come near our electrical lines and equipment. To enhance this educational program, our fleet of [Live Wire Electrical Safety trailers](#) demonstrates how electrical hazards are encountered and handled safely in the field.

A new fleet of Live Wire Electrical Safety trailers are available to each of our 10 operating companies and will be used in programs across our service territory. The 24-foot trailers are fitted with power lines, transformers and other electric conductors as well as metal items, such as ladders and car doors that could contact energized equipment.

FirstEnergy completed 247 demonstrations in 2023 across our footprint, reaching more than 8,000 participants.



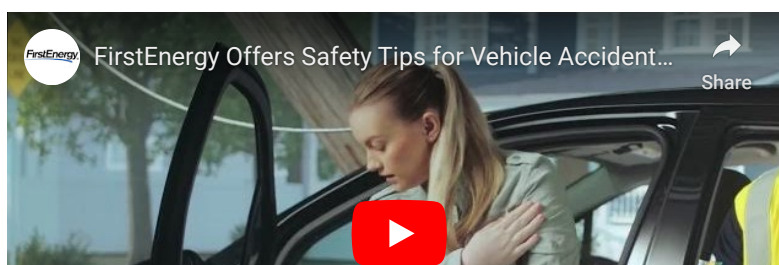
NEW PUBLIC SAFETY INITIATIVES

Record of Warning

Launched in November 2023, this program provides a method for company employees to inform the public about the dangers and the laws that apply to working near electrical facilities anytime opportunities or relevant situations are encountered. The program includes a brochure containing vital safety information as well as a means for employees to document details of an interaction. The purpose of this outreach is to prevent serious injuries and fatalities that can result from improper work practices.

Downed Wire on a Vehicle Video

FirstEnergy produced a video about the dangers of downed wires on vehicles, and how to handle it if you should ever find yourself in that situation. The video is currently available on our website, and we hope to distribute it to high schools for use in driver's education programs in the near future.





Live Wire Electrical Safety School Pilot Program

The Live Wire Electrical Safety School Program is an expansion of our Live Wire Electrical Safety Trailer Program. Launched as a pilot program in June 2023, this educational opportunity demonstrates how and where different electrical hazards may be encountered, and how to handle them safely.

A new fleet of Live Wire Electrical Safety PowerTOWNS are available to each of our distribution companies, and we will soon launch the educational program across our service territory. The table-top towns are fitted with a home and power lines and include props such as ladders, trees, kites, and vehicles that could come in contact with energized equipment.



OVERHEAD WIRE CAMPAIGN

As part of the *Stop.Look.Live* campaign, five new videos were produced to educate the general public and at-risk workers. The videos discuss different hazards that might exist around a home and what homeowners and workers can do to keep themselves safe.

- [Tree Trimming](#)
- [Painting](#)
- [Gutter Cleaning](#)
- [Hanging Decorations](#)
- [General Safety](#)

We continue to develop and improve our public safety outreach efforts to protect human life, reduce exposure and eliminate events for anyone who may come near FirstEnergy lines or equipment. For more information, please see our external [Public Safety](#) website.

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SUSTAINABLE SUPPLY CHAIN

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SUPPLY CHAIN STRATEGY

Our strategy is focused on championing a culture of responsible business among our employees while also promoting supplier diversity and improving our suppliers' performance. We work to implement our strategy while demonstrating high standards for ethics and integrity – all with the goal of driving business unit success and creating value for FirstEnergy.

Our sustainable supply chain strategy:

Sustainable Supply Chain: Partner with suppliers to achieve our goals and demonstrate the value of a sustainable supply chain.

Supplier Diversity: Expand our roster of diverse suppliers through a targeted diversity program.

Culture of Responsible Business: Empower employees to champion our [EESG initiatives](#) and create a culture that values responsible business.

Supplier Performance: Develop a program focused on improving supplier performance, achieving goals and managing supplier risks.


SUPPLY CHAIN DIVERSITY

As FirstEnergy strives for excellence in our core value of Diversity, Equity & Inclusion (DEI), one key factor to measure improvement is supplier diversity. Every day, we purchase goods and services from hundreds of different suppliers, and our diverse and local partnerships make a direct economic impact on the communities where our employees and customers live and work.

Supplier diversity is a proactive business strategy that ensures we have a broad and representative supplier base and provides procurement and developmental opportunities for qualified diverse-owned businesses. As part of our efforts to be a corporate leader in making diverse suppliers a natural part of our business environment, FirstEnergy is committed to achieving 19% of supply chain spend with diverse suppliers by 2025.

For additional metrics on our supply chain spend, please visit our [EESG data table](#).

ETHICS, COMPLIANCE AND OVERSIGHT

Ethics and integrity are central to our Supply Chain group. Our [Supplier Code of Conduct, The Power of Collaboration](#) , establishes business standards our suppliers must meet in their day-to-day activities and reinforces our expectation that suppliers use good judgment and act with integrity in their business dealings with FirstEnergy. The Supplier Code of Conduct is embedded in the purchase orders we establish with each of our suppliers.

Our Supply Chain group has enhanced supply chain management and oversight functions. These changes enable the integration and centralization of our procurement, analytics and standards and material operations functions, creating better coordination of material fulfillment and more strategic alignment to drive cost savings.

In addition, we implemented two new programs to allow stronger oversight. Our suppliers are enrolled in our Third-Party Risk Management program which seeks to ensure that risks associated with the use of third parties (suppliers) are identified, understood, and appropriately mitigated. Our Spend Control Tower is utilized for select supplier categories including consulting and, professional services that will determine how and when our employees enter into consulting agreements. As part of the process, employee spend requests in these supplier categories require detailed information for review, including safety, compliance, and risk considerations, as well as a detailed cost analysis.

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EMPLOYEE

ENVIRONMENTAL

SOCIAL

GOVERNANCE



ECONOMIC DEVELOPMENT

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ECONOMIC DEVELOPMENT

We support the long-term economic health of the communities we serve through development initiatives that create jobs, support local suppliers and attract new businesses throughout our service area.

Our strategy is built on developing and maintaining relationships with economic development partners at state, regional, national and international levels. Coupled with our economic development expertise, these relationships help us to retain and attract businesses to our service territory, encourage investment in the areas we serve and provide value-added services and support to help our communities thrive.

Our Economic Development team also serves customers and communities by helping to promote business development and job growth across our service area. Building on our strong economic development track record, we strive to create \$25 billion in cumulative economic impact across our service area from 2020 to 2025.

Recognized as one of the [nation's leading utilities in promoting large-scale development](#), FirstEnergy is poised to support new residential, commercial and industrial growth – including the power-intensive needs of data centers in our region. Working closely with state, regional and local economic development organizations, FirstEnergy proudly facilitates economic development efforts to help communities across our footprint grow and thrive.

FirstEnergy provides:

Site Location Assistance

With access to extensive data about our six-state service territory, FirstEnergy can help businesses find that winning combination of assets, including market access, nearby suppliers, transportation services, fair tax rates, a trained workforce and a competitive energy plan.

Customized Energy Plan

With our recently announced \$26 billion investment plan across our six-state distribution and transmission system between 2024 and 2028, FirstEnergy is forging a smarter, more secure and reliable grid that can accommodate electric vehicles, the electrification of businesses and clean energy sources. With FirstEnergy's more localized, state operating model, we are better equipped to provide businesses with the specialized energy plan that they need, including renewable components.

Secure Transmission

FirstEnergy's transmission operations include approximately 24,000 miles of lines and two regional transmission operation centers. We continue working to upgrade or replace existing power lines, incorporate new, smart technology into the grid, and upgrade substations with new equipment and enhanced security features. The upgrades include built-in redundancies that keep the power flowing, as well as diagnostic equipment that detects problems early.

To learn more, visit our [Economic Development website](#), which acts as a self-service hub, enabling our prospective customers to access the information they need quickly, conveniently and intuitively.

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EMPLOYEE VOLUNTEERISM

FirstEnergy's commitment to responsible business also emphasizes the importance of investing our time and resources to support the communities we serve. Our employees light the way in their communities every day, and our company encourages community engagement through company-sponsored events and our volunteer time off (VTO) program.

Through its strong relationships with outside organizations, Corporate Affairs and Community Involvement helps connect individual employees, business units and employee business resource groups to a wide range of volunteering opportunities in the communities we serve.

In 2023, FirstEnergy employees spent nearly 28,000 hours volunteering for organizations across the company's service territory. These hours, along with robust engagement in employee-driven giving campaigns, are a testament to the commitment, compassion and ownership employees feel as vital members of our communities to make a positive impact on those around them.

FirstEnergy Making a Difference Together

Share

Our employees regularly volunteer to make an impact in the communities we serve.

Watch on YouTube

Company support for employee volunteerism includes:

- **Volunteer Time Off (VTO):** Our VTO policy provides employees with 16 hours of additional paid time off per calendar year to volunteer within their communities.
- **Community Impact Portal:** This user-friendly platform automatically sends volunteer opportunities and reminders to employees based on their geographic area; provides dashboards that track employees' volunteer hours and giving pledges; and makes it easier to find volunteer opportunities and donate to non-profit organizations of their choice.

Every year on Martin Luther King Jr. Day, FirstEnergy employees are encouraged to participate in the National Day of Service to honor the slain civil rights leader. Our Employee Business Resource Group (EBRG) Community Involvement Council plans a variety of volunteer events with local nonprofits. In 2023, volunteering opportunities included sorting books at children's book bank, preparing meals at area homeless shelters, packaging food at a foodbank, assembling STEM kits for the United Way and reading to school children.

We continue to strengthen our communities by supporting charitable organizations, partnering with local schools, providing economic development leadership, and supporting projects dedicated to improving the environmental, social and educational and cultural aspects of our communities. In addition, employees at all levels of the company serve on many nonprofit boards and advisory groups.

To learn more about how FirstEnergy invests in our employees, so they can invest in the communities where they live, work and play, visit our [Engaged and Empowered Employees](#) page.

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CUSTOMER EXPERIENCE

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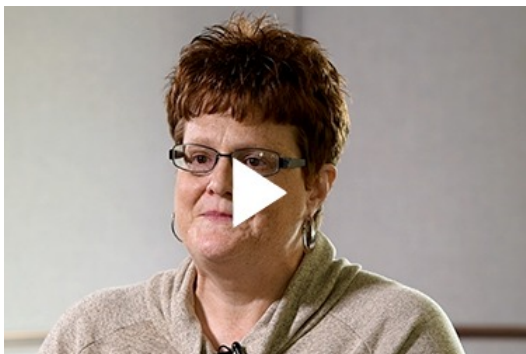
AFFORDABILITY AND ASSISTANCE PROGRAMS

We are focused on meeting the needs of our diverse customer base and providing equitable solutions for everyone we serve.

As part of that effort, we offer payment assistance and emergency support programs to help customers budget monthly payments, pay winter heating bills, catch up on past-due payments and avoid service disconnections. Using our website, customers can search for assistance options based on location, household size and income. To view the different assistance programs available to customers in each part of our service territory, please visit our [Assistance Programs page](#).

In the realm of customer service, valuable insights often lie hidden within the interactions between customer care representatives and clients. By leveraging the information captured during these exchanges, organizations can unlock a wealth of knowledge that informs strategic decision-making.

One such area where this data proves invaluable is in identifying income levels. By analyzing historical data, we can pinpoint eligible individuals who may benefit from assistance programs. These programs are specifically designed to support customers who have never participated in these programs before or those facing the imminent threat of disconnection. This proactive approach not only ensures better customer support but also fosters a stronger sense of community and social responsibility while strengthening our commitment to service excellence.



FirstEnergy also helps customers identify ways to reduce energy use and minimize their carbon footprint while also saving money on their electricity bills. For example, we offer energy efficiency programs designed to help income-qualified residential customers reduce energy usage and offset the costs of energy improvements.

These programs often work in conjunction with other utilities or local, state or federal funding opportunities to maximize customer benefits. To review the programs we offer, please visit our [Saving Energy page](#). For additional information on our energy efficiency programs please see our [Energy Management and Efficiency page](#) here.

Our employees inspire us to engage with our customers in meaningful ways, guide them to resources and support very real needs. For example, our recent customer outreach campaign proudly featured real employees who understand how difficult it can be to find and ask for help when finances are tight. We also understand the importance of meeting customers where they are, so the video campaign includes social media, Google ads and digital advertising.

Effortless and Modern Customer Experience

Our commitment to customers drives our innovation. To help ensure we meet or exceed our customers' expectations in all interactions with them, we're using a data-driven approach to develop a more modern, effortless and consistent customer experience. As a result, our customers now benefit from enhanced customer service capabilities, self-service options and payment methods.

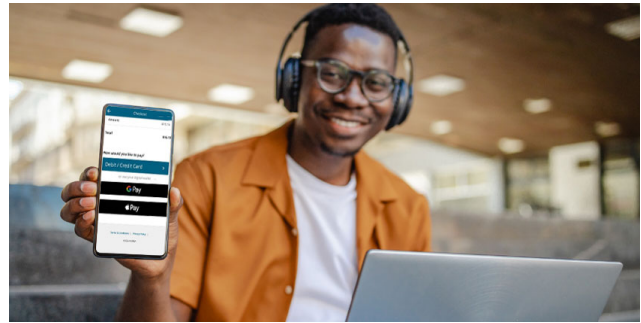
Our [FirstEnergy customers](#) now have several additional payment methods available to them, including Apple Pay® and Google Pay™ for residential customers. Customers who have Apple Pay® or Google Pay™ accounts configured on their smart phones or electronic devices can use these methods seamlessly to make secure, cashless payment transactions. In 2024, we are excited to begin offering payments with Venmo and PayPal. In addition, customers can arrange to make partial payments online or pay as a guest without creating a FirstEnergy online account first.

We know our customers rely on us to power their daily lives, so we also offer a suite of convenient tools to help customers stay connected and up to date with important account and outage information. Because we understand the inconvenience of a power outage, we developed a streamlined outage reporting process on our website. Our [Outage Hub](#) includes easy access to our comprehensive [24/7 Power Center outage maps](#), which show current outage locations, estimated restoration times, the cause of outages and the status of repair crews.

In addition, we are making user interface and design enhancements to our website, making it more interactive and easier to use, including for those with disabilities and special needs. We have improved the ability to locate your address when reporting an outage and when using our online forms, such as Move-In, Move-Out, and Transfer Service. We are improving proactive communications to our customers via email and online notifications. Customers also now have a way to track various electric service requests online using our self-serve project status tracker. We are currently in the process of enhancing our preference center for text and email alerts for our customers as well.

Continuous improvement is a focus for our company and we are looking for ways to improve our customers' experiences online and on mobile devices to make it simple to find the information they need and improve customer satisfaction.

Please see our [EESG data table](#) for our customer service metrics.



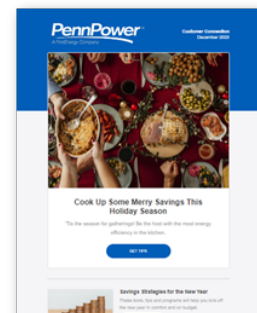
FE Chat is an important self-service tool, saving our customers time and energy by easily directing them to answers for commonly asked questions. Customers who prefer to work with Care Center Agents also benefit from our internal chatbot that helps employees respond to a range of needs quickly and efficiently.



Customer-Focused Communications

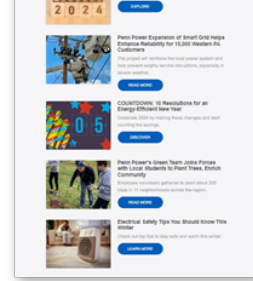
As part of our efforts to enhance customer' experience, we are always working to consistently communicate with our customers, providing them with relevant information and resources that help them manage their electric service. By leveraging a variety of channels, we help our customers stay informed in the way that's right for them.

Social media is a key platform for sharing information with stakeholders and assisting customers with questions and account-related concerns. Customers can follow our [social media accounts](#) to get tips to save energy, manage their electric account and stay safe around electricity; information on bill assistance programs and payment options; a behind-the-scenes look at our employees in action in our communities; and company news. Our electric companies also share updates during significant weather events. FirstEnergy manages [accounts](#) on X, formerly known as Twitter, Facebook, LinkedIn and YouTube.



FirstEnergy recently launched the Customer Connections eNewsletter for residential customers – a quarterly email newsletter designed to keep our valued customers up to date throughout the year. The newsletter is in response to customers' feedback for relevant information that helps them manage their electric service. When customers receive this newsletter they can expect to get tips to save energy and manage electric bills; time-saving tools to analyze energy use, manage accounts and interact with their electric company according to their preferences; and how we're supporting our local communities to create a better, brighter future.

Additionally, customers consistently share that they want actionable ways to save on their bills. To help address this need, FirstEnergy launched a social media video campaign to share simple energy-savings ideas in a fun and engaging way. The animated videos were shared on YouTube, Facebook, Instagram, Pinterest and TikTok. [View the videos on YouTube](#)



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PREPAREDNESS AND RESILIENCE

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OUR APPROACH

We recognize that our electric service is wide-reaching, impacting more than 6 million utility customers who depend on us to provide safe and reliable energy every day of the year. Safety and performance excellence are core values for our company, and we are implementing important initiatives to meet customers' electricity needs today while preparing for increased demand in a clean energy future.

To drive improvement, Energize365 – our five-year, \$26-billion grid evolution program – targets investments that enhance the reliability and resilience of our system for customers. Routine infrastructure maintenance and storm preparedness plans also play key roles in our efforts to help ensure service reliability.

Vegetation Management Enhances Reliability

Proactive vegetation management is essential to maintaining a reliable and safe electric system. Our Vegetation Management teams work closely with qualified line clearance crews to ensure both transmission and distribution corridors are clear from vegetation that has the potential to obstruct power lines. We conduct comprehensive assessments to control incompatible vegetation, identify critical hazards, and minimize tree-caused outages across our territory.

Our Vegetation Management teams are industry leaders, utilizing and promoting best management practices to safely maintain more than 2.5 million trees every year. We follow four-year and five-year maintenance cycles for transmission and distribution lines, depending on the state or utility service area. Our vegetation management staff performs inspections and approves all work conducted by vegetation management contractors. Routine inspections of our rights-of-ways are performed to assess treatment effectiveness and identify necessary work to help ensure reliability. We also communicate with property owners, regulatory agencies and customers to provide information regarding our maintenance activities and address any questions or concerns in a timely manner.

Storm Preparedness and Service Restoration

While we continually maintain and invest in the electric grid to deliver reliable service to our customers, storms that bring damaging winds, heavy precipitation and lightning still have the potential to impact our electrical system. Temperature extremes can also affect system performance.

From constantly monitoring the weather so we are ready to respond to storm-related outages to staging crews and equipment when inclement weather is expected, FirstEnergy takes many steps to help minimize the time customers are impacted when outages occur.

We have developed and deployed a state-of-the-art forecast modeling tool that helps us predict the scope of impact days ahead of an event. Using extensive available information on factors that influence system performance such as soil moisture, foliage coverage, historical outage data, and more, our model uses Artificial Intelligence (AI) to develop detailed impact forecasts, along with machine-learning to evaluate performance and automatically train itself to improve future outputs.

When severe weather is forecast, FirstEnergy activates formal readiness plans to ensure plenty of service crews are prepared to tackle the damage. Our emergency response processes enable us to respond quickly and safely to a storm or other emergency. Our command and control processes also incorporate key principles and concepts found in the National Incident Management System (NIMS) to help ensure a standardized, consistent and scalable approach to all incidents regardless of size, scope or complexity.

To maintain a state of operational preparedness, we conduct exercises annually to test our training, as well as key systems and tools. These exercises are designed to prepare employees assigned to service restoration duties and review the restoration processes and storm-management tools critical to getting the lights back on quickly and safely. Additionally, we conduct After Action Reviews with affected stakeholders following all major storm events and emergencies to assess our performance and continuously improve our readiness. Corrective Actions are improvement items that result from After Action Reviews. These actions are assigned to specific individuals or groups to help ensure accountability and track completion.

Our FirstEnergy storm preparedness process comprises:

Readiness Plans	When severe weather is forecast, we activate formal readiness plans to ensure our customer contact centers can handle a larger volume of calls and our crews are prepared to safely clear damage and restore service.
Mutual Assistance Relationships	While employees of our operating companies are more than capable of handling most outages, we have mutual assistance relationships with neighboring electric utilities to help us safely and quickly restore power, as the need arises. We also maintain storm response agreements with over 70 contractor partners that can be called upon to supplement available resources as needed.
Emergency Operations Center	System operators at our regional distribution and transmission operations centers monitor weather forecasts around the clock and coordinate our service restoration resources and support as needed.
Power Restoration	After a storm passes and it is safe to assess damage, we identify, assess and mitigate hazards in the interest of safety for our customers and employees. Our dedicated employees and external crews work in shifts around the clock until power is safely restored.
Emergency Communications Plan	We provide appropriate staffing for media coverage during outage events, hold daily conference calls about restoration progress with local officials and emergency management personnel and use social media to share safety reminders and updates.
Estimated Time of Restoration (ETR)	We issue ETRs to provide customers with an expectation of when service will be restored. Customers are notified of changes to ETRs as they are updated.

Industry Recognition for Outage Restoration Efforts

In January 2024, for the 18th consecutive year, [FirstEnergy Corp. earned recognition for its emergency response efforts from the Edison Electric Institute \(EEI\)](#), a leading electric industry organization. EEI presents awards twice annually to member companies to recognize extraordinary efforts to restore power or for assisting other electric companies after service disruptions caused by weather conditions and other natural events. Winners are chosen by a panel of independent judges following an international nomination process. We're proud to have earned the following award for our restoration response:



Emergency Recovery Award

Recognized for safely and efficiently restoring service to more than 465,000 customers following a severe thunderstorm and tornado event in August, 2023.

With wind gusts over 70mph, along with 14 confirmed tornados, this long-duration storm system caused extensive damage to the distribution system, particularly in the Cleveland metro area, serviced by our Illuminating Company operating company. Several state highways and county roads were blocked with debris, making initial assessments precarious and difficult, and first responders helped us identify critical issues to restore safe traffic flow and ensure essential emergency services were readily available as soon as possible after the event. In addition to travel and access issues, there were 19 critical facilities impacted, which were restored within 48 hours or less.

As the front passed through the territory, restoration efforts were hampered by the sustained winds and gusts, which did not allow for the safe use of aerial equipment for most of the first day. Despite these obstacles, the team did an excellent job of identifying what work could be safely performed and maximized the customers restored until normal restoration operations could commence. Due to the widespread nature of the storm system, mutual assistance resources were very limited, leaving FirstEnergy to rely on outside responding contractor partners as the main source of assistance. Crews came from states as far away as Florida to help us restore power safely and efficiently.

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INNOVATION AND RESEARCH

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INNOVATION

At FirstEnergy, we have a culture that enables leadership and employees to share and implement innovative ideas to move our company forward while solidifying our role as an industry leading electric utility.

Our Innovation & Digital Factory provides a technology-forward, collaborative space to help us reimagine business processes and explore new and inclusive ways to solve problems. Using Innovation Champions embedded within business units at the company, we identify ideas and process improvements that transform our company.

The organization facilitates cross-functional teams in areas such as advanced analytics, application development and automation to build innovative and transformative solutions that enable the company to improve processes, embrace new technologies and promote data-driven decision making. Collectively, these efforts are moving FirstEnergy forward to a digitally-enabled future by utilizing a hyper-agile, design-thinking approach.

For example, the Innovation & Digital Factory partnered with the Customer Experience team to enhance online payment options for our customers. The Digital Factory team conducted customer research and tested the new designs with them throughout the process to build a digital product our customers asked for. One main goal of the payment initiative was to increase the self-service options available for our customers. As a result, we added more modern and mobile payment methods such as ApplePay® and GooglePay™. Additionally, features like Guest Pay make one-time payments easier while Partial Pay and Boost Pay help customers keep the lights on when finances are tight. For additional information, please visit our [Customer Experience](#) page.

The Innovation & Digital Factory has also launched two applications that replaced aging software with modern applications, putting an emphasis on the user experience and continuous improvement. Our planners and scheduler use the FirstEnergy Work Scheduler (FEWS) application to allocate and schedule work for the field crews. Our Field Worker Remote Display (FWRD) application is used by our field workers to assist in the execution of their daily work, including construction jobs and restoration efforts. Improving our core technologies enables our front-line workers to serve our customers efficiently and effectively.

TECHNOLOGY RESEARCH AND DEVELOPMENT

FirstEnergy participates in a variety of efforts to support the research, development and deployment of advanced technologies that can enhance reliability and resilience and enable a low-carbon future. Additionally, we participate in many industry collaborations designed to guide energy transition strategies, support equitable decarbonization of the economy and inform climate change responses.

Electric Power Research Institute (EPRI): We use EPRI's industry research to stay informed of the latest energy trends through active membership and advisory participation in research institutes. EPRI is among our most important partnerships through which FirstEnergy participates in numerous research programs and projects, focusing on energy related topics related to transmission, distribution, generation, the environment and sustainability.

Energy Impact Partners (EIP): We participate in venture capital investments through EIP, a global investment group leading the transition to a sustainable energy future. These investments are focused on transforming the utility industry through the development of emerging industry solutions and close-to-market utility technologies. Our participation provides insight into future industry trends and opportunities, as well as exposure to innovative technologies that can benefit our customers, our company and the environment. For example, FirstEnergy participates in EIP's Elevate Fund, which is focused on investing in companies founded or run by diverse talent that are driving innovation within EIP's core mission of advancing the low-carbon economy, including through supply decarbonization, electrification, tech-enabled infrastructure, reliability and resilience, and intelligent demand.

Additionally, FirstEnergy works with coalitions and universities through consortiums and direct research projects. For example, we are participating in a federally funded renewable energy study being conducted by the Smart Electric Power Alliance for the West Virginia Office of Energy. As part of the stakeholder working group, we're developing a study that outlines natural disaster outage risk and the ability for strategic deployment of microgrids that provide enhanced resiliency to critical infrastructure across the state.

Department of Energy – Grid Resilience & Innovation Partnership (GRIP) Program

FirstEnergy is applying for the U.S. Department of Energy's Grid Resilience and Innovation Partnerships (GRIP) federal grants, which are aligned with our customer-focused [Energize365](#) investments to forge a smarter, more secure electric grid that will deliver the power our customers depend on today while also meeting the challenges of tomorrow. Our Creating Reliable and Equitable Access to energy for customers Through the Energy transition (CREATE) project applications include a robust community benefits plan outlining the expected impact of these projects on jobs; advancing diversity, equity, inclusion and accessibility; and Justice40 Initiatives.

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GOVERNANCE

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Our approach to governance includes maintaining oversight of significant company issues and strengthening risk management; building a strong, centralized corporate compliance program; ensuring a culture of ethics and integrity; continuing stakeholder engagement efforts; and providing consistent, transparent disclosures on a range of EESG topics.

ETHICAL BEHAVIOR AND COMPLIANCE

We've taken several key actions to embed a culture of uncompromising integrity and ethical behavior throughout FirstEnergy. For example, under the leadership of the Chief Ethics and Compliance Officer, we've centralized compliance assurance activities within a single organization.

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PUBLIC POLICY ENGAGEMENT

Our Political & Public Engagement Policy guides the company's principled engagement by providing strong, clear expectations for the company and all those acting on its behalf.

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EESG MATERIALITY

We're using a data-driven approach to sharpen our EESG efforts. Our EESG performance depends largely on our ability to effectively identify, manage and communicate the risks and opportunities of relevant EESG topics to our internal and external stakeholders.

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CODE OF CONDUCT

FirstEnergy's Code of Conduct, *The*

CLIMATE ALIGNMENT DISCLOSURE

Our Corporate Engagement Report

BOARD DIVERSITY

We strive for a well-rounded and

Power of Integrity, lays the foundation for what we expect from all employees, regardless of their role. We're focused on empowering employees to speak up whenever a situation does not appear to conform to our Code of Conduct.

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assesses alignment between the 501(c)(4) and 501(c)(6) trade organizations we support and our climate policy and strategy – including our pledge to achieve carbon neutrality of our Scope 1 emissions by 2050.

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diverse Board of Directors, whose members represent a wide breadth of experiences and perspectives. Our Board of Directors comprises 50% diverse members by race, ethnicity and gender combined.

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Brian X. Tierney
President and CEO



Paul Kaleta
Board Committee Chair, Governance,
Corporate Responsibility and Political Oversight

June 2024

Responsible business is good business. It is a hallmark of excellent companies and, today, guides our commitment to serve our six million customers every day with sustainability, affordability and community vitality in mind.

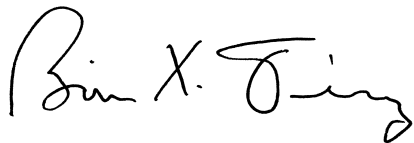
With dedicated and engaged employees supported by strong, experienced leaders, we're excited about the future for our company and our stakeholders. Together, we continue to drive progress across the four pillars of our corporate responsibility approach – Employee, Environmental, Social and Governance (EESG) – as we invest in opportunities that enable the clean energy transition and meet the evolving needs of our customers.

In February 2024, we introduced [Energize365](#), a five-year, \$26 billion grid evolution initiative designed to deliver the energy our customers depend on today while meeting the challenges of tomorrow. The program targets investments that improve the customer experience, enhance reliability and modernize the grid while keeping affordability at the forefront of our investment strategy.

Our company and employees are committed to achieving our goal of carbon neutrality by 2050, and we recognize that renewable energy is a key aspect of the clean energy transition. Our investments continue to support efforts to support a low-carbon economy within our six-state service territory.

For instance, with the [first of five planned solar sites](#) now complete at the Fort Martin Power Station, we're advancing our goal to own at least 50 MW of solar generation in West Virginia by 2025. We're also leveraging our expertise to connect renewable resources, big and small, to the grid. This includes individual customer connections and large-scale projects such as [connecting New Jersey's offshore wind farms to the grid](#). Additionally, we continue to support electric vehicle infrastructure and energy efficiency programs to better serve customers across our footprint.

Moving forward, we will continue to challenge ourselves and reward innovation. We do so because we know continuous improvement is a cornerstone of our culture, is foundational to operating safely and successfully and is necessary to becoming a premier electric company. With responsible business at the heart of our business model, we will continue going above and beyond to help make our customers' lives brighter and our communities stronger.



Brian X. Tierney



Paul Kaleta

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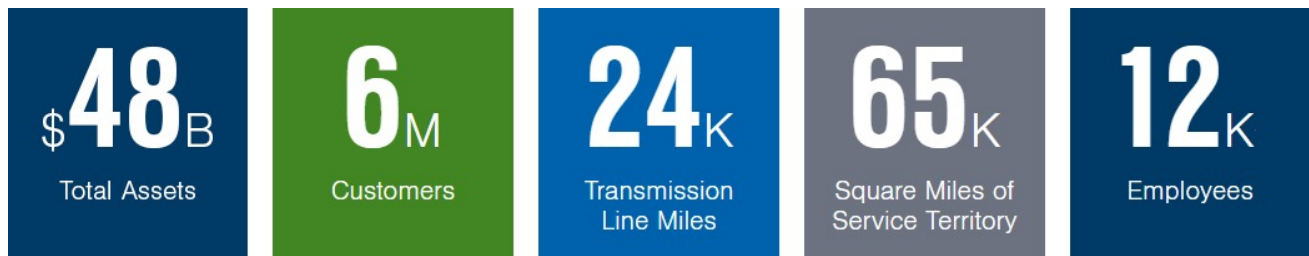


ABOUT US

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COMPANY OVERVIEW

Headquartered in Akron, Ohio, FirstEnergy is a fully regulated electric utility with over 12,000 employees dedicated to integrity, safety, reliability and operational excellence. Our subsidiaries are involved in the transmission, distribution and regulated generation of electricity. Our electric distribution companies form one of the nation's largest investor-owned electric systems, serving more than 6 million customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate approximately 24,000 miles of transmission lines that the Midwest and Mid-Atlantic regions. FirstEnergy's Mon Power subsidiary controls 3,580 MW of generating capacity from two regulated coal plants, 18.9 MW of solar generating capacity and holds an indirect interest in a pumped-storage hydro facility.



Data is representative of Year End, 2023.

MISSION

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

CORE VALUES

FirstEnergy's core values identify the beliefs and ideals that matter most to us. They guide the decisions we make and the actions we take every day,

defining who we aspire to be.

We believe that for our core values to really matter, they must be more than just words – they must be engrained in how we operate, behave and interact daily with each other and our communities. To accomplish this, we communicate regularly with employees about what the values mean, why they are important and how we all can put them into action. We also rely on our leaders to model our core values every day, as they set an ethics- and integrity-focused tone at the highest levels of our company.

<h3>Integrity</h3> <p>We always act ethically with honesty, humility and accountability.</p>	<h3>Safety</h3> <p>We keep ourselves and others safe.</p>	<h3>Diversity, Equity and Inclusion</h3> <p>We embrace differences, ensure every employee is treated fairly and create a culture where everyone feels they belong.</p>	<h3>Performance Excellence</h3> <p>We pursue excellence and seek opportunities for growth, innovation and continuous improvement.</p>	<h3>Stewardship</h3> <p>We positively impact our customers, communities and other stakeholders and strive to protect the environment.</p>
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EESG APPROACH AND MANAGEMENT



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EESG APPROACH

We believe staying true to our mission and core values means executing our corporate responsibility approach to pursue objectives and initiatives that positively impact our stakeholders and help fulfill our shared vision for a more forward-thinking and industry-leading FirstEnergy.

We also believe our success requires strong management and oversight of EESG matters as well as transparency and accountability regarding where we need to improve and how we're going to succeed.

Our diverse and talented employees are critical to that success – a force that moves our company forward, advances our business strategy and works tirelessly to do good business for a better world.

For those reasons, FirstEnergy has chosen to recognize employees as a distinct and *essential* component of our corporate responsibility approach, officially expanding our priorities to include employee, environmental, social and governance (EESG).

EESG Strategic Priorities

Employee

Support the development of an inclusive, equitable, rewarding and safe work culture while empowering our diverse and innovative

Environmental

Protect the environment by minimizing our impact, improving the sustainability of our operations, executing our climate strategy and finding opportunities to

Social

Invest in the communities we serve, promote public safety and economic development, and advance equitable and inclusive business

Governance

Maintain oversight of significant company issues and strengthen risk management; build a strong, centralized corporate compliance program and culture of

team to make our customers' lives brighter and our communities stronger.

enhance the ecosystems we interact with.

practices to enable positive change while delivering superior customer service.

ethics and integrity; continue stakeholder engagement efforts and provide consistent, transparent disclosures on EESG topics.

How We Manage Our EESG Priorities:

- Assess the company's significant EESG-related risks and opportunities and evaluate opportunities to mitigate those risks and capitalize on opportunities that help us be a more sustainable, forward-thinking electric company
- Respond to external stakeholder guidance and expectations regarding EESG performance, reporting transparency and accountability
- Collaborate with employees across the company to advance EESG priorities and integrate our corporate responsibility approach into FirstEnergy's overarching business strategy
- Demonstrate the value that our company goals and initiatives bring to our stakeholders, and the alignment of those goals to our EESG priorities
- Inform stakeholders of our efforts to improve our EESG performance and demonstrate accountability and transparency


CORPORATE RESPONSIBILITY GOVERNANCE AND OVERSIGHT

FirstEnergy's Board of Directors provides oversight and guidance on EESG topics while helping to ensure the company's strategy, goals and decision making reflect and align with our mission, core values and EESG priorities.

FirstEnergy's board committees provide oversight and guidance on distinct EESG related topics. For a summary of each committee's oversight responsibilities, please visit the [Board Governance](#) page.

In addition to the EESG oversight roles and responsibilities described above, our Corporate Responsibility team works with the Corporate Responsibility Executive-Level Steering Committee and the Governance, Corporate Responsibility, and Political Oversight Committee to help ensure the transparency and accountability of FirstEnergy's EESG efforts, and continuously strive to improve EESG performance across our organization.

Governance, Corporate Responsibility and Political Oversight Committee

The Governance, Corporate Responsibility and Political Oversight Committee of the Board of Directors, comprised of independent directors, provides oversight of the company's corporate responsibility approach and supporting EESG initiatives. The committee meets at least five times per year to discuss, among other things, updates on a broad range of EESG issues, and company management provides regular updates on EESG progress throughout the year. Please see the [Governance, Corporate Responsibility and Political Oversight Committee Charter](#)  for a description of the committee's full responsibilities.

Corporate Responsibility Executive-Level Steering Committee

This cross-functional, executive-level steering committee oversees our company's corporate responsibility approach and EESG initiatives. Members include senior leadership from the company's five organizational pillars – Finance & Strategy, Customer, Operations, Legal, and Human Resources & Corporate Services. The Steering Committee meets at least quarterly to oversee EESG initiatives with the goal of driving transparency and continuous improvement in the company's EESG performance.

Manager, Corporate Responsibility

The Manager leads the Corporate Responsibility team responsible for executing our corporate responsibility approach, developing our EESG initiatives, and educating our employees on the importance of corporate responsibility efforts and improving EESG focus and performance across business areas. This person reports to the Director of Investor Relations and Corporate Responsibility and regularly updates the Corporate Responsibility Executive-Level Steering Committee and the Governance, Corporate Responsibility and Political Oversight Committee on evolving considerations for our company and our EESG progress.

EESG REPORTING

Executing our EESG Priorities requires that we be responsive to external stakeholders' guidance and expectations regarding EESG performance and



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EESG MATERIALITY

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UNDERSTANDING EESG MATERIALITY

EESG materiality assessments are a mechanism designed to help companies identify and understand the relative importance of specific EESG topics.

Insights gained from these materiality assessments enable companies to appropriately prioritize EESG topics, manage relevant performance improvement and integrate EESG goals into their business strategy. Companies can also gain line of sight into emerging topics that may impact their business to help them manage related risks. Additionally, companies may use EESG materiality assessment results to evaluate how well they are communicating with stakeholders about EESG topics through their corporate responsibility reporting and disclosures.

EESG MATERIALITY ASSESSMENT

Our EESG performance depends largely on our ability to effectively identify, manage and communicate the risks and opportunities of relevant EESG topics to our internal and external stakeholders. We designed our Corporate Responsibility website to be a central and accessible location for disclosures on EESG topics that influence our company.

Strong management and oversight of EESG topics, together with transparency and accountability regarding areas for improvement, help drive us forward as a company.

The purpose and value of our materiality review include:

- Validating that we are appropriately addressing the most relevant EESG topics for our company.
- Prioritizing EESG topics so that we can develop initiatives designed to improve our EESG performance, enhance EESG disclosures, and mitigate risks

related with EESG topics.

- Identifying emerging EESG topics in our industry.

Methodology

We routinely assess our EESG materiality using Datamaran®, a cloud-based software platform that enables a comprehensive and data-driven process for monitoring the EESG landscape.

Datamaran® assesses the EESG topics that are most relevant to the electric utility industry as informed by SASB's Sustainable Industry Classification System® (SICS)*. Using their patented machine learning technology, Datamaran® analyzed our Corporate Responsibility website to determine how effective we are in communicating our EESG topics. The same technology is used to track the frequency and emphasis of those same EESG topics within our stakeholders publicly available sources including – corporate annual reports, EESG reports, industry regulation and digital media. The stakeholder groups included electric utility peers, regulators, policy makers, investors, customers and suppliers. The output was a robust, AI data-driven ranking of the importance of EESG material topics as described by these external stakeholders in their disclosures.

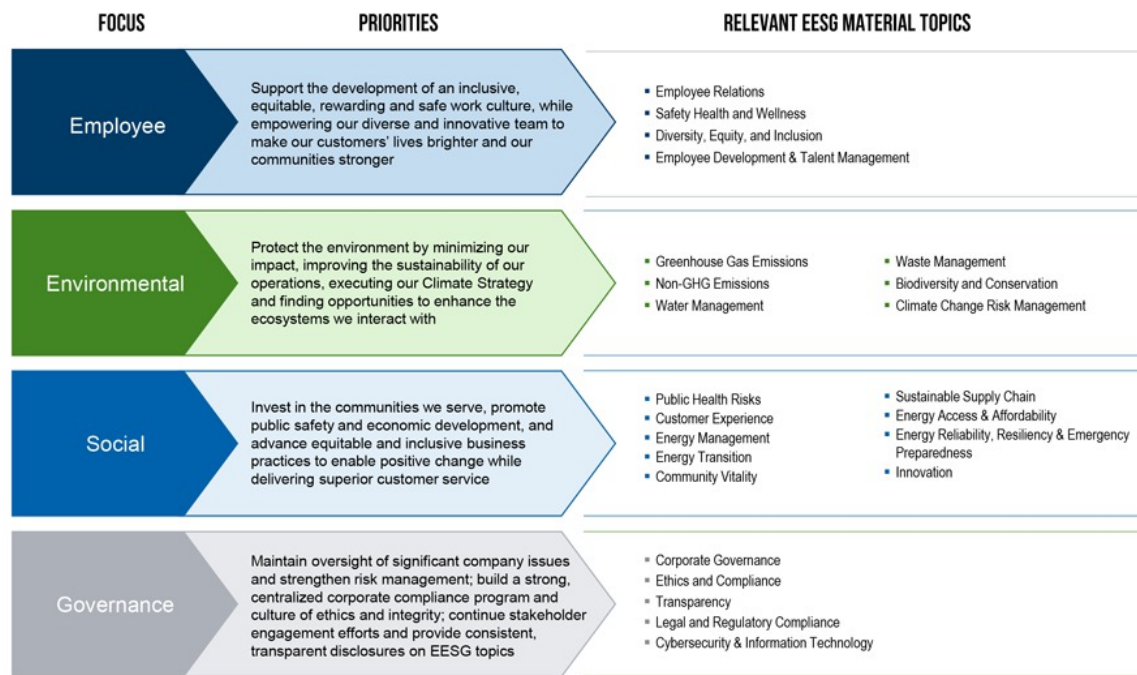
The results affirm that our company's mission, core values, and company goals align with our relevant EESG material topics.

While it is important to understand and act on EESG topics material to our business, the ability to effectively communicate the importance of these topics to external stakeholders can be equally important.

Datamaran's AI technology helped us determine that we are meeting stakeholder expectations through our external communications on our Corporate Responsibility website. The results demonstrate that a majority of our relevant EESG material topics are communicated effectively and are aligned with external stakeholders' expectations for these disclosures.

We recognize that EESG topics are continually evolving and will continue to use data analysis to evaluate emerging topics and focus our efforts on those topics most important to FirstEnergy and our stakeholders.

Relevant EESG Material Topics



*SASB's Sustainable Industry Classification System® (SICS®) uses an impact-focused methodology categorizing companies under a sustainability lens. SICS builds on and complements traditional classification systems by grouping companies into sectors and industries in accordance with a fundamental view of their business model, their resource intensity and sustainability impacts, and their sustainability innovation potential.

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BOARD GOVERNANCE

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BOARD STRUCTURE AND OVERSIGHT RESPONSIBILITIES

Our Board of Directors provides oversight and guidance to help FirstEnergy execute its business strategy and fulfill the company’s mission to make customers’ lives brighter, the environment better and our communities stronger. As part of that effort, the Board also provides oversight and guidance on employee, environmental, social and governance (EESG) topics significant to the company while ensuring our business strategy, goals and decision making reflect and align with our corporate responsibility priorities. In addition, the Board also collaborates with our management team to keep integrity central to everything we do, drive accountability across the company and increase transparency with our stakeholders.

The Board, through the Compensation Committee, also oversees our executive compensation program, including compensation based on Key Performance Indicators (KPIs) tied to finances, operations, safety and diversity, equity and inclusion. Information on that program can be found in our [Proxy Statement](#).

The Board adheres to the requirements of FirstEnergy’s [Code of Conduct](#), [The Power of Integrity](#), and abides by our [Corporate Governance Policies](#), which – together with the Board committee charters – serve as a framework for meeting its duties and responsibilities with respect to the governance of the company. This framework also addresses organizational changes to the Board should they occur in the future.

The Board has five standing committees, each of which solely comprise independent directors where required by our corporate governance policies, the New York Stock Exchange listing standards and applicable Securities and Exchange Commission rules. Each committee has clear roles and oversight responsibilities as shown below.






BOARD AND BOARD COMMITTEES

EESG OVERSIGHT RESPONSIBILITIES

Board of Directors

The Board is subject to the [Code of Conduct](#), [Corporate Governance Policies](#), and the Third Amended and Restated Code of Regulations (“COR”).

- Alignment of material EESG topics to company strategy
- Board-level oversight of the company’s Political and Lobbying Action Plan

<p>Audit Committee</p>	<p>See full responsibilities included in the Audit Committee Charter </p>	<ul style="list-style-type: none"> • Enterprise Risk Management structure, design and reporting, including evaluation of EESG risks • Cybersecurity regulatory risk matters
<p>Compensation Committee</p>	<p>See full responsibilities included in the Compensation Committee Charter </p>	<ul style="list-style-type: none"> • Human capital management practices and policies, including diversity, equity and inclusion • EESG-related KPI's • Human and labor relations
<p>Governance, Corporate Responsibility and Political Oversight Committee</p>	<p>See full responsibilities included in the Governance, Corporate Responsibility and Political Oversight Committee Charter </p>	<ul style="list-style-type: none"> • Corporate governance policies • EESG transparency and accountability (including climate), climate strategy, alignment with external expectations • Political and lobbying activity, including committee oversight of the company's Political and Lobbying Action Plan • EESG initiative implementation, including climate strategy implementation
<p>Finance Committee</p>	<p>See full responsibilities included in the Finance Committee Charter </p>	<ul style="list-style-type: none"> • EESG in finance credit scores, cost implications from climate risk/opportunity, alignment with investor expectations
<p>Operations and Safety Oversight Committee</p>	<p>See full responsibilities included in the Operations and Safety Oversight Committee Charter </p>	<ul style="list-style-type: none"> • Health and safety • Cybersecurity operational matters • Environmental Policy oversight

Please see our [Board of Directors](#) page for additional details, including biographical information and expanded oversight responsibilities.

BOARD DIVERSITY

At FirstEnergy, we're focused on creating a more diverse, equitable and inclusive company – and that includes the senior leadership and board levels. We believe that a diverse leadership team will make us a stronger company, enable us to innovate and broaden perspectives, serve our customers better and add value for all stakeholders. For those reasons, we seek to maintain a well-rounded and diverse [board, including diverse board and committee leadership](#), that represents a wide breadth of experiences and perspectives.

Our Board of Directors comprises 50% diverse members by race, ethnicity and gender combined.

In addition, because director expertise and subject matter fluency is central to a high-functioning board of directors with strong oversight processes, the Governance, Corporate Responsibility and Political Oversight Committee also considers differences in professional experience, education and other individual skills, qualities, and attributes in its nominee decision-making process.

For information on our current directors' attributes, experience, qualifications and skills, please view the skills matrix provided in our [Proxy Statement](#).

ETHICS AND INTEGRITY

FirstEnergy and its Board are committed to upholding high standards for ethics and integrity – the cornerstones of effective corporate governance. This requires every leader to set the right tone at the top, creating an environment where ethics and compliance are embedded in daily work practices, transparent communication is prioritized and employees feel empowered to speak up and are expected to act in accordance with our core values.

Our Board is working in lockstep with the company's management team to help ensure a culture of ethics and integrity at FirstEnergy. Please visit the [Ethics and Compliance](#) page for details on our company's larger efforts in this area, and see the [Proxy Statement](#) for previous steps the Board has taken to support a culture of ethics and integrity.

SHAREHOLDER OUTREACH

FirstEnergy has a long history of meaningful, robust engagement with our shareholders. We believe consistent, transparent dialogue is essential to understand investor feedback on a broad range of issues and provides valuable insights for our Board, its committees, and our management team into investor perspectives and priorities.

In addition to our proactive shareholder engagement throughout the year focused on corporate governance and executive compensation matters, our management team participates in numerous investor conferences, and in both one-on-one and group meetings.

We periodically meet with institutional shareholders to discuss a variety of topics including:

- Our strategic vision.
- Board oversight of corporate governance, diversity, equity and inclusion, and our ethics and compliance program.
- Federal and state regulatory matters spanning our six-state service territory.
- Financial and operational performance.
- Executive compensation.
- Our political advocacy and lobbying practices, and their alignment with our climate goals.
- Our climate goals and strategies, clean energy transition and sustainable investments.
- Company culture.

Representatives who participated in these meetings over the past year have included Board members, our CEO and members of the management team from the Corporate Secretary, Finance, Human Resources and Investor Relations departments.

Last Modified: June 7, 2024



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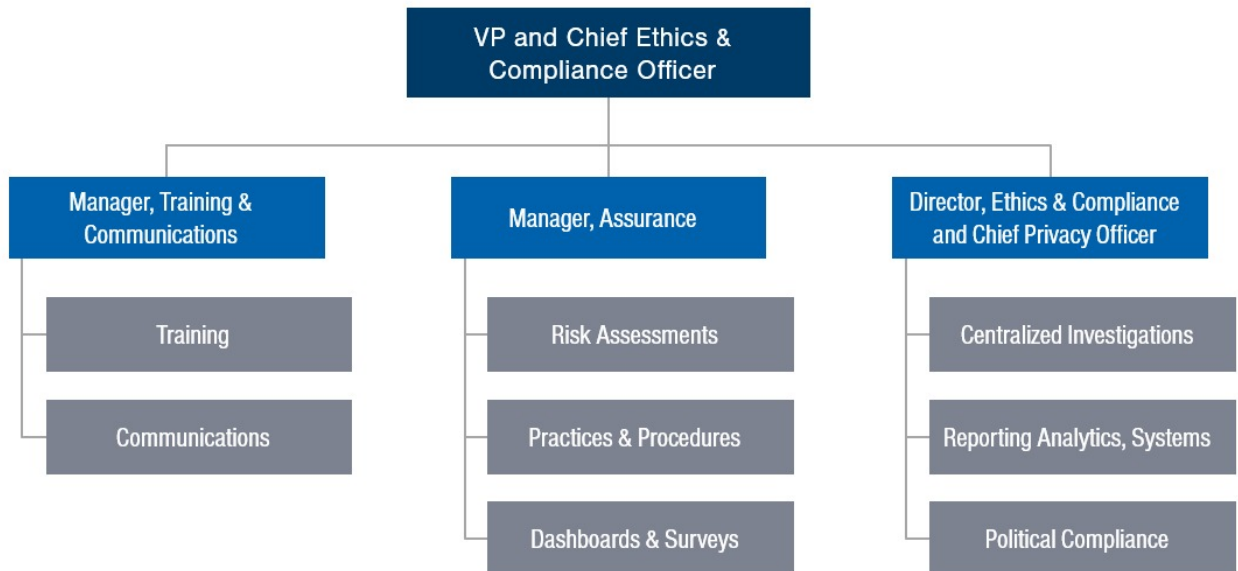


ETHICS AND COMPLIANCE

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ETHICS AND COMPLIANCE OVERSIGHT

Integrity is as foundational to our business as safety. All our leaders and employees play a critical role in creating an environment where our business practices are consistent with our values - helping individuals do the right thing and treating our coworkers, customers and communities with respect. An ethics and compliance Key Performance Indicator (KPI) component for all non-bargaining, non-physical employees in our annual incentive compensation program drives employee accountability and reinforces the importance of a strong culture of ethics and integrity. The Office of Ethics & Compliance (OEC) oversees compliance, assurance, training and communications across the organization.

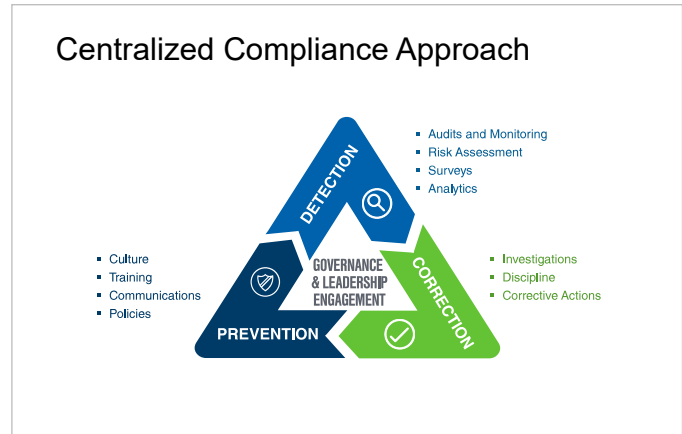


COMPLIANCE PROGRAM OVERVIEW


We are focused on embedding a culture of uncompromising integrity and ethical behavior throughout the company. Key efforts include:

- Centralizing compliance assurance activities within a single organization under the leadership of the Chief Ethics and Compliance Officer.
- Building strong compliance processes, policies and controls.
- Strengthening the channels for concern reporting and further maturing our processes to address concerns.
- Seeking continuous improvement by monitoring, benchmarking and incorporating an independent assessment of our program.
- Increasing transparency and accountability around FirstEnergy's political and public policy engagement.

Please visit our [Proxy Statement](#) to read more about the key steps we have completed to create a leading ethics and compliance program.



THE POWER OF INTEGRITY


FirstEnergy's [Code of Conduct](#)  *The Power of Integrity*, lays the foundation for what we expect from all employees, regardless of their role. It reflects our collective commitment to keep integrity at the forefront of everything we do – a pledge underscored by our refreshed mission statement and core values.

The Power of Integrity applies to all FirstEnergy employees, officers and directors, regardless of role, seniority or tenure at the company. Anyone whose actions are found to be inconsistent with the expectations in *The Power of Integrity* will be held accountable and may be subject to disciplinary action.

Our employees are all responsible for understanding and following *The Power of Integrity*. By adhering to the expectations in this Code, always acting with integrity and speaking up when something doesn't seem right, we are paving the way for a strong future for FirstEnergy.

EMPLOYEE TRAINING AND COMMUNICATIONS

As we develop and mature, we continue to implement more robust, best-practice approaches to training and communications on ethics and compliance issues. Following communications and training opportunities, we request feedback from employees on how to improve, which could result in changes and improvements to the program. This approach helps ensure consistent understanding and implementation of expectations.

The Office of Ethics & Compliance leads training on processes, policies and controls we have in place, such as the [Code of Conduct](#) , gifts and entertainment requirements, conflicts of interest and reporting concerns.

Key Communication Channels:

- Ethical Perceptions Survey
- Quarterly Newsletters
- Video Blog (VLOG)
- Micro-learning Videos
- Leader Discussion Guides and Responses
- Office of Ethics & Compliance SharePoint
 - Leader Resource Center Page
 - Concerns Management Report and Anonymized Concerns Page
- FirstEnergy Live Events
- Meeting Messages
- Employee Touchpoints
- Bi-annual Concerns Management Report
- Board Meetings and Executive Council Meetings

Key Training Modules:

- Code of Conduct (*The Power of Integrity*)
- Political and Public Policy Engagement and Political and Public Engagement Practice
- Concerns Management for Leaders
- Speak-Up (Concerns Management) training for Employees
- Gifts and Business Courtesies

Based on employee feedback, the training modules for both Code of Conduct (*The Power of Integrity*) and Concerns Management for Leaders saw a number of content updates. The enhanced modules included more examples to provide greater clarity, helping ensure positive learning and compliance outcomes.

The Ethical Perceptions Survey

FirstEnergy conducts an Ethical Perceptions Survey to better understand employee perceptions of ethics and compliance (E&C) issues and culture. The survey measures employees' perceptions aligned to the following eight pillars of ethical culture:

- Awareness of the E&C Program and Resources
- Perceptions of the Function
- Observing and Reporting Misconduct
- Pressure
- Organizational Justice
- Manager Perceptions
- Perceptions of Leadership
- Perceptions of Peers and Environment


ETHICS AND COMPLIANCE CONCERN REPORTING

Our employees share a responsibility to foster and contribute to a culture that places compliance, ethics and integrity at the forefront of everything we do. That responsibility requires that employees act with integrity and voice opinions and concerns whenever a situation does not conform to expectations in *The Power of Integrity*, or violates laws, rules or regulations. Employees with information about an actual or suspected violation have an obligation to bring that concern to the company's attention.

We strive to make it as easy as possible for employees to ask a question or report a concern. The following channels are available and identified in *The Power of Integrity*: the employee's own supervisor, another supervisor (of any level), Office of Ethics and Compliance, Human Resources, Legal, Internal Audit, Corporate Security, Executive Council and the Board of Directors.

In addition, we maintain anonymous reporting channels that are visible and widely available to employees. Employees who wish to report anonymously can do so by contacting our Employee Concerns Helpline or by going to our EthicsPoint website.

The Employee Concerns Line and EthicsPoint website are managed by an independent third-party organization that helps personnel communicate sensitive, and sometimes confidential, information to the company. The organization is staffed by professionals who are trained to protect anonymity and handle concerns discretely and confidentially.

For additional details on our confidential concern management process, as well as our investigation and resolution process, please see our [Code of Conduct](#) .

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POLITICAL AND PUBLIC POLICY ENGAGEMENT

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OUR APPROACH

As an electric company obligated to provide reliable and affordable power to customers, FirstEnergy has a legitimate stake in public policy outcomes and a responsibility to advocate for public policy issues that impact the company and its stakeholders. Our policy helps ensure close alignment to our strategic goals and core values. This enhanced approach also includes more robust oversight and disclosure of the company's advocacy going forward. We engage thoughtfully and responsibly as we advocate for our interests and attempt to effect positive change for the customers and communities we serve.

Our [Political & Public Engagement Policy](#)  guides that principled engagement by providing strong, clear expectations for the company, its directors, officers, employees and those acting on the company's behalf. In addition, in conjunction with the responsibilities of the full Board, the Governance, Corporate Responsibility and Political Oversight Committee Charter includes robust oversight requirements of the company's Political and Lobbying Action Plan.

CORPORATE ENGAGEMENT REPORT

As we develop FirstEnergy's strategies, programs and positions regarding a variety of issues that affect the company, we seek insight from various stakeholder groups, including local, state and federal policymakers, consumer and small-business advocates, peer utilities, customers, investors, non-governmental organizations, chambers of commerce and trade associations. We are committed to considering and balancing all our company's strategies and goals, including those related to climate change, in the assessment and development of our positions on proposed legislation and regulations.

Our Corporate Engagement Report provides insight into our public policy engagement and advocacy in alignment with our commitment to the highest standards of business conduct and ethical behavior as the foundation for achieving our mission. The report also encompasses information related to direct and indirect lobbying activities, including contributions to 501(c)(4) organizations and to 501(c)(6) trade organizations, where membership dues exceed \$25,000. That includes an evaluation of any pertinent alignment between those organizations and our climate position and strategy – including our pledge to achieve carbon neutrality by 2050.

Updates to contributions noted in the Corporate Engagement Report can be found [here](#):

- [2021](#) 
- [2022](#) 
- [2023](#) 
- [2024 YTD](#) 

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STAKEHOLDER ENGAGEMENT

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OUR APPROACH

Engaging with stakeholders is essential to meeting our customers' needs and achieving our vision for a more diverse, innovative and sustainable FirstEnergy. We engage with a wide range of stakeholders, including employees, customers, investors, non-governmental organizations and others. These engagement efforts help us to build important relationships, capture different perspectives and inform our strategies, programs and policies on a number of issues.

STAKEHOLDER ENGAGEMENT EFFORTS

At FirstEnergy, we strive to communicate clearly and openly with our stakeholders. The engagement efforts described below help ensure we operate with the needs and concerns of our employees, customers, investors, community members and others in mind.

Employees: We recognize that our employees are what ultimately drive our strategy, culture and company forward. With robust employee engagement, we can effectively attract, develop, engage and retain a diverse, high-performing workforce that is motivated to contribute to FirstEnergy's success. Visit our [Diversity, Equity and Inclusion](#) and our [Talent Management and Employee Development](#) pages to learn more.

Suppliers: We thoughtfully engage with our suppliers to help improve their performance and achieve our vision for a diverse, sustainable and highly ethical Supply Chain that drives business unit success and creates value for FirstEnergy. Visit our [Sustainable Supply Chain](#) page to learn more.

Nongovernmental Organizations (NGOs): We recognize the importance of engaging with various entities on a range of topics, including clean energy, electrification, energy efficiency and environmental stewardship. Visit our [Innovation and Research](#) and [Biodiversity and Conservation](#) pages to learn about research studies and partnerships that are enabling FirstEnergy to be a more sustainable, innovative and industry-leading organization.

Investors: We believe it's crucial to engage regularly with our investors to help ensure we consider, and effectively address, the topics that matter most to them. Visit our [Board Governance](#) page to learn more about the Board's shareholder engagement efforts.

Customers: We are committed to providing safe, reliable electricity while making our customers' lives brighter. We strive to provide a best-in-class customer experience by continuing to identify opportunities to enhance and improve our existing services while also anticipating future customer requests and technology needs. Visit our [Customer Experience](#) and [Energy Management and Efficiency](#) pages to learn more.

Communities: We believe the greater good is better business and seek to develop sustainable relationships with nonprofit partners to advance our philanthropic and stewardship goals. Financial investments are leveraged to build stronger, healthier and more vibrant communities. Visit our [Public Safety, Foundation & Corporate Giving](#) and [Employee Volunteerism](#) pages to learn more.

As an electric company obligated to provide reliable and affordable power to customers, FirstEnergy has a legitimate stake in public policy outcomes and a responsibility to advocate for public policy issues that impact the company and its stakeholders. Visit our [Political and Public Policy Engagement](#) page to learn more about our company's advocacy efforts, including our robust oversight and disclosures.

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ENTERPRISE RISK MANAGEMENT

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RISK MANAGEMENT APPROACH

Managing risks and opportunities – from those related to evolving regulatory and market conditions to those associated with climate change – is a vital component of our company's governance and oversight functions. Our comprehensive Enterprise Risk Management (ERM) program helps ensure we understand and mitigate potential risks that could impact our business and key stakeholders while capitalizing on opportunities that align with FirstEnergy's mission and business strategy.

RISK MANAGEMENT OVERSIGHT

The ERM process is overseen by FirstEnergy leadership, the Board and the Board's committees. Risk and opportunity management strategies are presented to the Board committees on a short- and long-term basis, which enables each committee to play an active role in the oversight process.

For additional information about FirstEnergy's risk oversight structure, please view our [Proxy Statement](#).

Board of Directors

Provides oversight of risk management practices, reviews material company risks and helps ensure processes are in place to support a strong risk management culture.



Audit Committee

Oversees the ERM program and process for identifying, assessing, managing and monitoring enterprise risks; ensures risks are appropriately communicated with the board and its committees; oversees risks related to the specific Committee

of the Board

responsibilities, including risks related to financial statements, controls and reporting, as well as steps taken to monitor, control and mitigate such exposures; reviews the risk management governance, guidelines, policies and procedures annually.



Executive-level Enterprise Risk Management Committee (ERMC)

Provides oversight and monitoring to help ensure that appropriate risk policies and management processes are established and executed; vets risk prioritization and mitigation to help ensure that risks – including climate-related ones – are managed in accordance with our expectations.



Vice President and Chief Risk Officer

Provides highest executive-level oversight of day-to-day risk management efforts; prepares enterprisewide risk management reports for presentation to the ERMC, Audit Committee and the full Board; provides additional timely reports on significant risk issues as appropriate to employees, senior leadership, respective Board committees and the Board.



Corporate Risk Department

Executes ERM process.

RISK MANAGEMENT PROCESS

FirstEnergy's ERM program is designed to help ensure we thoroughly address risks and opportunities that could impact our business.

Our ERM framework consists of identification and assessment of the company's full enterprise-wide risk profile, clear risk ownership and mitigation accountability, and continual monitoring and reporting. It also enables the identification and capture of strategic opportunities.


Risk Identification and Assessment

As part of our ERM identification and assessment process, we categorize risks according to our risk taxonomy – strategic, financial, operational, compliance and litigation, and reputational. With subject-matter expert support, we then assess risk size and scope and make risk prioritization decisions by quantifying potential impact, identifying time horizon for onset and assessing likelihood of occurrence.

A summary of FirstEnergy's current material risks, including some climate-related risks, is included in our [Annual Form 10-K](#).

Monitoring and Managing Risks

Oversight and accountability are key facets of our ERM process for monitoring and managing risks. We assign risk owners as well as responsibilities for control and mitigation of risks. The Corporate Risk department works with those owners cyclically as part of our ERM process to evaluate risk controls and make any needed management adjustments.

To understand the key risks that are managed through the ERM process, please view the risk factors included in the Annual Form 10-K. and our 10-Q filings, which are posted on our [Investor Relations](#) website. For details regarding how climate risks are integrated into our ERM program, please read our [Climate Story](#) or [Climate Report](#). 

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ENTERPRISE SECURITY

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OUR APPROACH

FirstEnergy is committed to protecting its employees, customers, facilities and the ongoing reliability of the electric system. We work closely with state and federal agencies and our peers in the electric utility industry to identify physical and cybersecurity risks, exchange information and put safeguards, including training, in place to comply with strict reliability and security standards. From a security standpoint, the electric utility sector is one of the most regulated industries. We have comprehensive cyber and physical security plans in place, but we do not publicly disclose details about these measures that could aid those who want to harm our customers, our employees, or our assets.

CYBERSECURITY OVERSIGHT

FirstEnergy seeks to protect its customers, employees, facilities and the ongoing reliability of the electric system. FirstEnergy works closely with state and federal agencies and its peers in the electric utility industry to identify physical and cyber security 24 risks, exchange information, and put safeguards in place to comply with strict reliability and security standards. From a security standpoint, the electric utility sector is one of the most regulated industries.

FirstEnergy has established a broad framework to assess, identify and manage material risks from cyber security threats. This program is established at the executive level, with regular reporting to, and oversight by, the Board as described below. At the highest level, FirstEnergy's program includes multi-layered governance by management, the Audit Committee, the Operations and Safety Committee, and the Board, as described below and in greater detail within the [Annual 10-K](#)

Board-Level Oversight

Board of Directors is responsible for overseeing cybersecurity and receives updates from the Vice President, Cyber Security and Chief Information Security Officer (CISO) at a scheduled cadence.

The Board's Audit Committee reviews cybersecurity risk management practices and the Operations and Safety Oversight Committee reviews cybersecurity operational

performance, primarily through reports provided by management, and reviews the steps taken to monitor, control and mitigate cybersecurity risks.



Executive-Level Oversight

The Vice President, Cyber Security and CISO provides regular cybersecurity reports to the Board of Directors at scheduled Board meetings and regularly updates the Audit Committee and Operations and Safety Oversight Committee on a range of cybersecurity topics.

A collaborative cross-departmental committee, comprised of leaders from various business units, including Risk, Internal Audit, Information Security and others, meets monthly to review and assess security metrics, major security projects and security-related industry trends.



Cybersecurity Team

Led by the Vice President, Cyber Security and CISO, this team is responsible for managing and implementing the cybersecurity strategy, as well as training and education for all employees and contractors.

The team is tasked with incident response and root cause analysis; vulnerability management; risk assessments; regulatory compliance; security application support; monitoring and alerting; and support and configuration of cybersecurity hardware and software.

CYBERSECURITY STRATEGY AND PROCESS

FirstEnergy leverages industry best practices to protect its information assets and employs a layered defense-in-depth cybersecurity strategy. The concept behind this strategy is that if one layer of defense does not stop an attack, there are other layers of additional security measures in place.

We are continuously and proactively identifying and mitigating cybersecurity threats – not simply reacting to them. As part of our cybersecurity efforts, we are:

- Deploying devices that provide physical and electronic protections, logging and monitoring.
- Using data analytics to help detect and mitigate potential threats.
- Implementing third-party tests that use “friendly” hackers to attack our network, so we can validate our technical cybersecurity control effectiveness and address any deficiencies we identify.
- Leveraging available threat intelligence to monitor for the latest techniques used by attackers.

To support the need for continuous monitoring and detection, our Transmission Security Operations Center (TSOC) uses a unique set of technologies to assess security events from a physical, cyber and operational technology perspective. The TSOC is responsible for performing threat analysis; conducting investigations; analyzing security metrics and trends; reporting to company leadership and our board Audit Committee; and sharing security information with industry, government and regional partners.

CYBERSECURITY EDUCATION AND TRAINING

Education and training for employees is critical to our cybersecurity program. All employees are required to successfully complete annual cybersecurity awareness training, which includes education on email and text-based phishing.

In addition to these required annual trainings, we test employees continuously with simulated phishing scams to help ensure they can identify and avoid such attacks. Additional training is assigned as needed.

Cybersecurity policy training and elevated user training is required for all employees who are approved for elevated levels of access to systems or information as a required function of their job.

Beyond official training, we strive to regularly educate our employees on cybersecurity matters. We provide ongoing educational content through our internal employee portal and periodic educational presentations.

MITIGATING PHYSICAL AND CYBER RISK EXPOSURE

Over the past several years, we have witnessed a significant increase in the frequency, scope and sophistication of physical and cybersecurity attacks on critical infrastructure. FirstEnergy invests heavily in innovative and layered security measures that use both technological and physical barriers to protect critical transmission facilities and our digital communications networks.

As we modernize the grid with smart technologies, for example, the operational benefits come with increased risk of potential threats. Digital systems like Supervisory Control and Data Acquisition (SCADA) devices (used to remotely monitor our systems in real time), smart meters and internet-enabled streetlights offer significant improvements in operations. But they also increase the number of points where malicious actors can try to gain access and compromise larger systems. To mitigate these potential threats, we build in additional safeguards to protect our networks.

Threats don't always come directly from the internet. Physical access to critical systems is also closely monitored. We regularly perform vulnerability assessments at sites across our footprint. Substations and other critical infrastructure locations are increasingly protected with special fencing, monitors, intrusion alarms, and around-the-clock monitoring at our Security Operations Center.



INFORMATION SECURITY

FirstEnergy has several policies and programs in place for the protection of sensitive information and the retention of the company's records. These guide employees on how to identify, classify and dispose of company records. Examples of these include an Enterprise Records Retention Policy, and Sensitive Information and Secure Disposal of Sensitive Information Policies. In addition to these practices and programs, FirstEnergy also has Federal Energy Regulatory Commission (FERC) and North American Electric Reliability Corporation (NERC) programs in place to enforce reliability standards for the North American bulk-power system and meet compliance requirements for the protection of sensitive information.

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EESG REPORTS AND RESOURCES

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EESG Reports and Resources

We are committed to providing stakeholders with information about FirstEnergy’s corporate responsibility approach and employee, environmental, social and governance (EESG) initiatives and performance. As part of that commitment to transparency and accountability, this dedicated Corporate Responsibility website presents the company’s progress on EESG-related topics.

Our website includes this EESG Reports and Policies section, which serves as a central location for our EESG performance data. Our EESG data table provides information on our EESG performance in key areas of our business. We also are working toward disclosing EESG information here in alignment with leading sustainability reporting frameworks, including the Sustainability Accounting Standards Board (SASB), Taskforce on Climate-Related Financial Disclosures (TCFD), Global Reporting Initiative (GRI) and Edison Electric Institute (EEI) Template.

Last Website Update: June 2024

For additional information, please contact:

Kristin Susick
 Manager, Corporate Responsibility & Rating Agencies



Employee, Environmental, Social and Governance Disclosures









- [2023 Corporate Responsibility Report \(CRR\)](#)
- [2022 Climate Report](#)
- [2024 EESG Data Report](#)
- [2024 GRI Report](#)
- [2023 CDP Climate Report](#)
- [2023 CDP Water Report](#)
- [2023 Employer Information Report \(EEO-1\)](#)

- [2024 SASB Report](#) 
- [2024 EEI Template](#) 
- [2024 TCFD Index](#) 

FirstEnergy Financial Disclosures and Downloads

- [2024 Annual Proxy Statement](#)
- [2023 Annual Report](#)
- [2023 10k](#) 
- [Dividend-Return of Capital](#)
- [2023 Corporate Engagement report](#) 
- [Investor Relations Events and Presentations](#)

FirstEnergy Corporate Policies and Documents

- [Biodiversity Commitment](#) 
- [Conflicts of Interest Policy](#) 
- [Environmental Justice Policy](#) 
- [Environmental Policy](#) 
- [Human Rights Policy](#) 
- [Public and Political Engagement Policy](#) 
- [The Power of Collaboration: Supplier Code of Conduct](#) 
- [The Power of Integrity: Code of Conduct](#) 
- [Anti-bribery Anti-corruption Practice](#) – Promotes consistent organizational behavior regarding fraud by providing guidelines and assigning responsibility for developing anti-fraud controls and fraud risk assessment and conducting investigations.
- [Employee Travel & Expense Practice](#) – Defines the guidelines and procedures for business travel and reimbursement of expenses incurred while traveling for Company business and reimbursement of non-travel related business expenses.
- [Gifts and Business Courtesies Practice](#) – Outlines FirstEnergy’s expectations should an employee receive or provide gifts or business courtesies.
- [Insider Trading Practice](#) – Promotes compliance with applicable securities laws and regulations.
- [Social Media Policy](#) – Provides direction, guidance and terms of use to ensure that any company-related use of social media is done in a responsible, secure and effective manner.

FirstEnergy Board Governance Policies and Charters

- [FirstEnergy Board of Directors](#)
- [FirstEnergy Leadership Team](#)
- [FirstEnergy Board Committee Charters](#)

Previous Years Corporate Responsibility Reports

- [2022 CRR Report](#) 
- [2021 CRR Report](#) 
- [2020 CRR Report](#) 

Forward-Looking Statements: This website includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 based on information currently available to management. Such statements are subject to certain risks and uncertainties and readers are cautioned not to place undue reliance on these forward-looking statements. These statements include declarations regarding management’s intents, beliefs and current expectations. These statements typically contain, but are not limited to, the terms “anticipate,” “potential,” “expect,” “forecast,” “target,” “will,” “intend,” “believe,” “project,” “estimate,” “plan” and similar words. Forward-looking statements involve estimates, assumptions, known and unknown risks, uncertainties and other factors that may cause actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements, which may include the following: the potential liabilities, increased costs and unanticipated developments resulting from government investigations and agreements, including those associated with compliance with or failure to comply with the Deferred Prosecution Agreement entered into July 21, 2021 with the U.S. Attorney’s Office for the Southern District of Ohio; the risks and uncertainties associated with government investigations and audits regarding Ohio House Bill 6, as passed by Ohio’s 133rd General Assembly (“HB 6”) and related matters, including potential adverse impacts on federal or state regulatory matters, including, but not limited to, matters relating to rates; the risks and uncertainties associated with litigation, arbitration, mediation, and similar proceedings, particularly regarding HB 6 related matters, including risks associated with obtaining dismissal of the derivative shareholder lawsuits; changes in national and regional economic conditions, including recession, rising interest rates, inflationary pressure, supply chain disruptions, higher energy costs, and workforce impacts, affecting us and/or

our customers and those vendors with which we do business; weather conditions, such as temperature variations and severe weather conditions, or other natural disasters affecting future operating results and associated regulatory actions or outcomes in response to such conditions; legislative and regulatory developments, including, but not limited to, matters related to rates, compliance and enforcement activity, cyber security, and climate change; the risks associated with physical attacks, such as acts of war, terrorism, sabotage or other acts of violence, and cyber-attacks and other disruptions to our, or our vendors', information technology system, which may compromise our operations, and data security breaches of sensitive data, intellectual property and proprietary or personally identifiable information; the ability to meet our goals relating to employee, environmental, social and corporate governance opportunities, improvements, and efficiencies, including our greenhouse gas ("GHG") reduction goals; the ability to accomplish or realize anticipated benefits through establishing a culture of continuous improvement and our other strategic and financial goals, including, but not limited to, overcoming current uncertainties and challenges associated with the ongoing government investigations, executing our Energize 365 transmission and distribution investment plan, executing on our rate filing strategy, controlling costs, improving our credit metrics, growing earnings, strengthening our balance sheet, and satisfying the conditions necessary to close the sale of additional membership interests of FirstEnergy Transmission, LLC; changing market conditions affecting the measurement of certain liabilities and the value of assets held in our pension trusts may negatively impact our forecasted growth rate, results of operations, and may also cause us to make contributions to our pension sooner or in amounts that are larger than currently anticipated; mitigating exposure for remedial activities associated with retired and formerly owned electric generation assets; changes to environmental laws and regulations, including but not limited to those related to climate change; changes in customers' demand for power, including but not limited to, economic conditions, the impact of climate change, emerging technology, particularly with respect to electrification, energy storage and distributed sources of generation; 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, including the increasing number of financial institutions evaluating the impact of climate change on their investment decisions; future actions taken by credit rating agencies that could negatively affect either our access to or terms of financing or our financial condition and liquidity; changes in assumptions regarding factors such as economic conditions within our territories, the reliability of our transmission and distribution system, or the availability of capital or other resources supporting identified transmission and distribution investment opportunities; the potential of non-compliance with debt covenants in our credit facilities; the ability to comply with applicable reliability standards and energy efficiency and peak demand reduction mandates; human capital management challenges, including among other things, attracting and retaining appropriately trained and qualified employees and labor disruptions by our unionized workforce; changes to significant accounting policies; any changes in tax laws or regulations, including, but not limited to, the Inflation Reduction Act of 2022, or adverse tax audit results or rulings; and the risks and other factors discussed from time to time in our Securities and Exchange Commission ("SEC") filings.

Dividends declared from time to time on FirstEnergy Corp.'s common stock during any period may in the aggregate vary from prior periods due to circumstances considered by FirstEnergy Corp.'s Board of Directors at the time of the actual declarations. A security rating is not a recommendation to buy or hold securities and is subject to revision or withdrawal at any time by the assigning rating agency. Each rating should be evaluated independently of any other rating.

These forward-looking statements are also qualified by, and should be read together with, the risk factors included in FirstEnergy Corp.'s (a) Item 1A. Risk Factors, (b) Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations, and (c) other factors discussed herein and in FirstEnergy's other filings with the SEC. The foregoing review of factors also should not be construed as exhaustive. 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 Corp.'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 Corp. expressly disclaims any obligation to update or revise, except as required by law, any forward-looking statements contained herein or in the information incorporated by reference as a result of new information, future events or otherwise.

Last Modified: July 25, 2024



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