



ENERGY FOR A BRIGHTER FUTURE

Corporate Responsibility Report



STRENGTHENING OUR FOUNDATION

Our renewed focus and commitment to upholding strong governance policies, robust risk management processes and rigorous strategic planning practices is vitally important to our business, customers and shareholders.



Mission, Core Values and Behaviors



Company Overview



Our Leadership



Enterprise Risk Management



Cyber and Physical Security



Regulatory Compliance and Regulated Services



Corporate Policies and Practices



MISSION, CORE VALUES AND BEHAVIORS

Our mission, core values and behaviors are foundational to who we are as a company. They guide our more than 12,000 employees, and they're crucial to achieving any business objective or strategic goal that we set. As we move forward together, our highly capable leaders and talented, dedicated employees are committed to refocusing on our core values and behaviors and rebuilding trust and credibility with all our stakeholders.

An internal investigation related to an ongoing government investigation uncovered that certain senior executives violated FirstEnergy policies and its code of conduct. As a result, those executives were terminated. When we determine that employee conduct is inconsistent with our company's policies and values, no matter how senior the individual, we have a duty to act, and that is what we have done.

Our Mission

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

Our mission statement is the foundation of everything we do. As such, our corporate responsibility strategy is guided by the pillars of our mission statement, including the central principle of being a forward-thinking electric utility.

We work toward our mission through our daily commitment to our core values and behaviors.

Our Core Values

- **Customers:** We have the power to deliver exceptional value by anticipating and exceeding our customers' expectations.
- **Innovation:** We have the power through innovation to move our company and industry forward.
- **Corporate Social Responsibility:** We have the power to live our mission by staying true to our core values and behaviors while pursuing objectives and initiatives that positively impact our employees, customers, communities and the environment.
- **Diversity and Inclusion (D&I):** We have the power to weave D&I into the fabric of our company's culture.
- **Teamwork:** We have the power to overcome every challenge and achieve success together.
- **Safety:** We have the power to keep health and safety first for our employees and communities.
- **Performance:** We have the power to demonstrate our value as a high-performing utility.

Our Behaviors

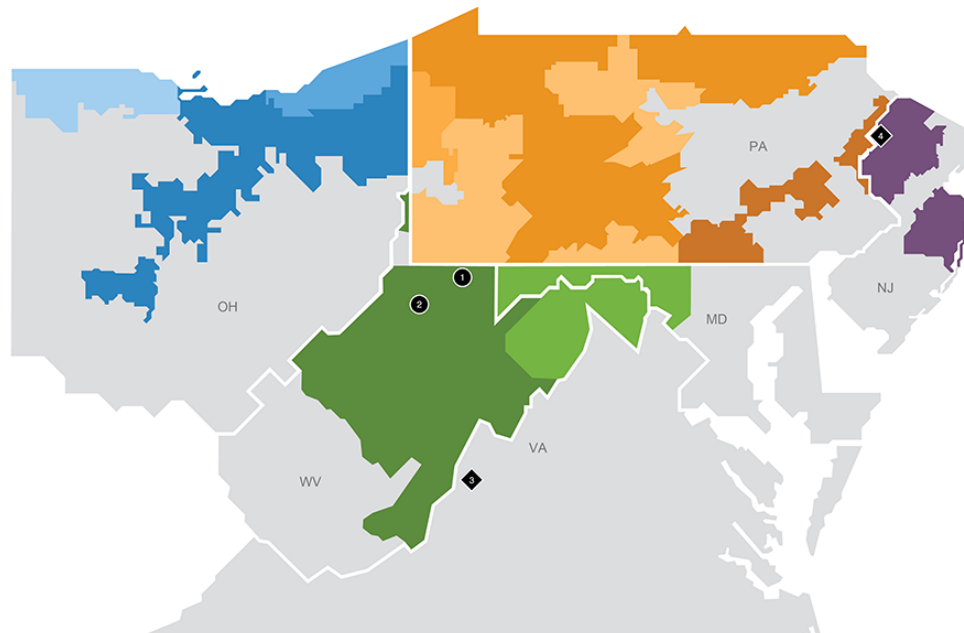
- **Courage:** We have grit, fortitude, determination and passion. We question actions that are inconsistent with the behaviors that matter most to us. We look for ways to challenge the status quo through innovation and creativity.
- **Integrity:** We consistently demonstrate ethical behaviors, values, expectations and outcomes. We work to create an environment where ethical behaviors are expected. We have strength of character, strength of will and moral fiber.
- **Openness:** We are authentic, humble and true to ourselves. We communicate openly and honestly. We actively listen and respond with empathy.
- **Ownership:** We are committed and diligent, own what goes right or wrong and take pride in our work. We understand the big picture and prioritize work to achieve company goals. We make sound decisions based on facts and solid judgement. We take charge of our own development, learn continuously and strive for excellence. We're committed to the success of FirstEnergy.
- **Trust:** We are honest, reliable, respectful, consistent, dependable and credible. We are committed to doing what's right. We respect and trust the capabilities, intention and performance of others.



COMPANY OVERVIEW

Our Business

Headquartered in Akron, Ohio, FirstEnergy is a forward-thinking electric utility powered by a diverse team of employees committed to making customers' lives brighter, the environment better and our communities stronger. Our subsidiaries are involved in the transmission, distribution and regulated generation of electricity.



Ohio

- Ohio Edison
- The Illuminating Company
- Toledo Edison

West Virginia/Maryland

- Mon Power
- Potomac Edison

Pennsylvania

- Met-Ed
- Penelec
- Penn Power
- West Penn Power

New Jersey

- Jersey Central Power & Light

Generation Stations

- Coal
 - 1 Fort Martin Power Station
 - 2 Harrison Power Station
- ◆ Hydro
 - 3 Bath County Pumped-Storage Hydro
 - 4 Yards Creek Pumped-Storage Hydro

Transmission

FirstEnergy owns one of the largest transmission systems in the PJM Interconnection (PJM)—a region of interconnected electricity networks—with about 24,500 miles of lines connecting the Midwest and Mid-Atlantic regions. Modernizing the transmission system is essential to building a more resilient, reliable and lower-carbon grid. Through our [Energizing the Future](#) program, we have invested nearly \$6.8 billion since 2014 to upgrade our transmission system to ensure customers benefit from a smarter, stronger and more secure power grid for years to come.

Distribution

Our 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving 6 million customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York with approximately 270,000 miles of distribution lines. Our distribution business strategy is to build a more dynamic, intelligent and secure network that modernizes the way energy is delivered and provides opportunities for enhancing customer-focused services. We are deploying smart grid technologies and evaluating other emerging technologies to modernize our distribution system, meet the evolving needs and expectations of our customers, and enhance system and service reliability.

Generation Fleet

In recent years, we have significantly reduced the size of our generation fleet. At our peak, we owned or controlled more than 23,000 MW of generating capacity. As environmental regulations and market conditions changed, the company decided to close older generating facilities, sell or retire other units and facilities, and eventually exit the competitive generation business. Accordingly, our generating fleet and associated CO₂ emissions levels have been reduced significantly. FirstEnergy's generation fleet includes just two regulated, coal-fired facilities in West Virginia (the Harrison and Fort Martin power stations), and ownership interests in pumped-storage hydro facilities in Virginia (Bath County) and New Jersey (Yards Creek)¹. Together, these four facilities have 3,779 MW of generating capacity.

¹ On April 6, 2020, JCP&L signed an asset purchase agreement to sell its 50% interest in the Yards Creek pumped-storage hydro generation facility in New Jersey (210 MWs), subject to closing conditions.



OUR LEADERSHIP

Board of Directors

Our Board of Directors provides oversight and guidance to help FirstEnergy implement our long-term, sustainable growth platform and fulfill our mission to make customers' lives brighter, the environment better and communities stronger, while offering a competitive dividend to shareholders, when appropriate.

We seek to maintain a well-rounded and diverse (by gender, race and ethnicity) [Board](#) representing a wide breadth of experiences and perspectives that balance the institutional knowledge of longer-tenured members with the fresh perspectives brought by newer directors. The following highlights illustrate current demographics and characteristics of our Board:

BOARD DIVERSITY METRICS (AS OF OCT 30, 2020)

6.5

years average tenure

50%

joined since 2015

30%

female

40%

diverse (by gender, race
and ethnicity)

FirstEnergy and its Board are committed to upholding high standards for ethics and integrity—the cornerstone of effective corporate governance. We believe the following actions strengthen our policies and practices:

- Eliminated supermajority vote requirements
- Implemented a majority vote standard in director elections
- Implemented proxy access
- Expanded the responsibilities of the Corporate Governance and Corporate Responsibility Committee to include oversight of sustainability and corporate responsibility
- Enacted a Board-level policy to consider diverse slates of qualified candidates for director seats and a goal to maintain at least 30% diverse members for the foreseeable future
- Appointed President, Steve Strah, to Acting CEO
- Appointed independent Director, Christopher Pappas, to the temporary position of Executive Director to assist the management team's execution of strategic initiatives, engage with the company's external stakeholders, and support the development of enhanced controls and governance policies and procedures going forward
- Formed a new subcommittee – led by independent Director, Leslie Turner – of our Audit Committee to assess governance and oversight processes and implement potential enhancements to the company's compliance program

Board Committees

Our Board has five standing committees, each of which are solely comprised of independent Directors, as determined by the Board in accordance with our corporate governance policies, including the New York Stock Exchange listing standards and applicable Securities and Exchange Commission rules. The committees include: Audit; Compensation; Corporate Governance and Corporate Responsibility; Finance; and Operations, Safety and Nuclear Oversight.

FirstEnergy Leadership Team

Our leadership team oversees the business operations of the company and is dedicated to implementing the company's mission statement.

Stakeholder Engagement and Outreach

FirstEnergy's integrated approach to corporate governance includes year-round engagement with a broad base of shareholders. This collaborative program results in productive dialogue among the Board, company leadership and shareholders on a wide variety of topics, including ESG-related matters. This process enables the Board and management to understand and consider the topics that matter most to our shareholders so that we can plan to address them effectively. Additionally, FirstEnergy conducted its first materiality assessment in 2020, which engaged key internal and external stakeholders to identify, prioritize and validate our most material ESG topics. Please see our [Materiality](#) section for more information.



ENTERPRISE RISK MANAGEMENT

Our Approach

Proactive and thoughtful management of our regulated distribution, transmission and generation infrastructure is essential to delivering safe and reliable electricity to customers. We are focused on understanding risks that could impact our system, and we leverage FirstEnergy's strengths to turn risks and challenges into opportunities.

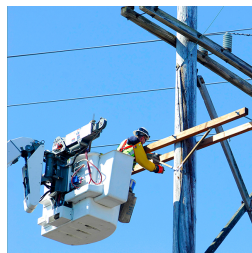
Risk Identification and Assessment

A formal, comprehensive Enterprise-Wide Risk Management (EWRM) program is in place to ensure FirstEnergy thoroughly addresses risks and opportunities that could impact our electric system, including those posed by climate change, industry technology, regulatory policy and customer preferences. These risks are assessed on a short- (0-1 years), medium- (1-3 years) and long-term (3-5 years and beyond) basis, with emphasis on long-term planning for potential climate-related issues. The EWRM's framework identifies individual risks at the enterprise, business unit or project level and groups them into four main categories: strategic, operational, compliance and financial.



Strategic

Strategic risks that could affect FirstEnergy's ability to achieve long-term business goals and objectives



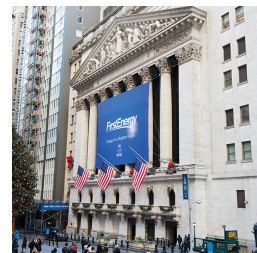
Operational

Operational risks that could challenge the safe, reliable operation of the transmission and distribution network



Compliance

Compliance risks that involve regulatory and legal issues



Financial

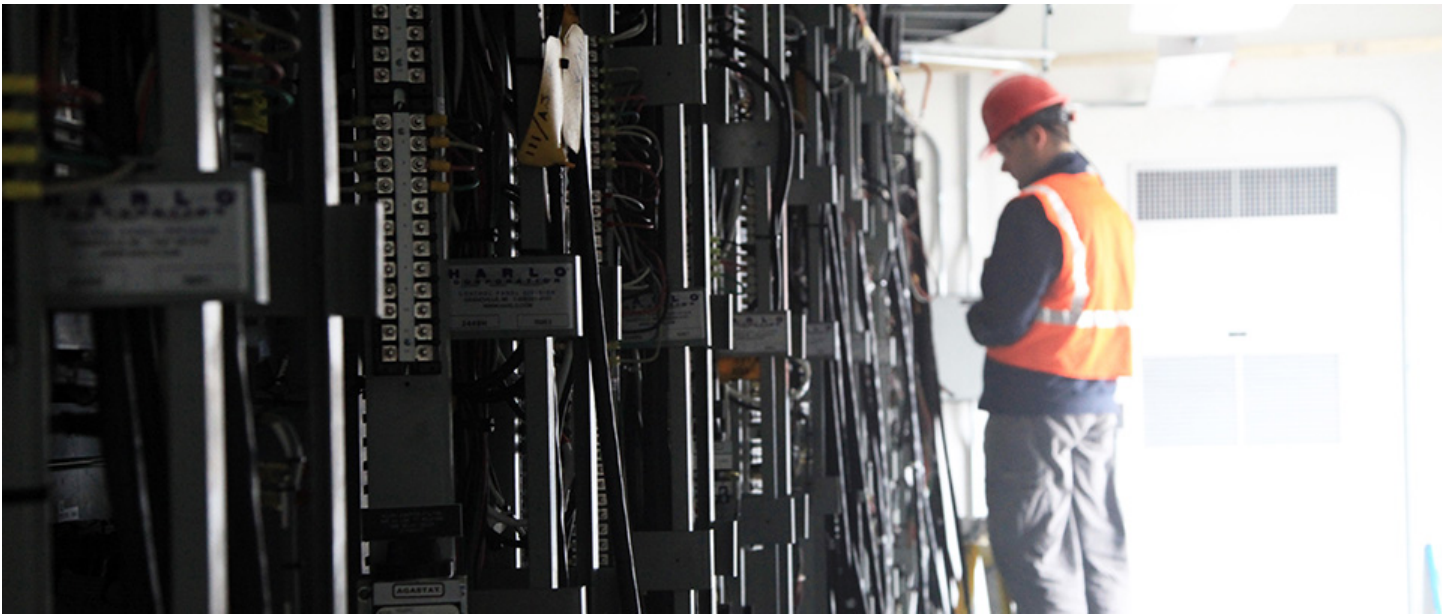
Financial risks that could impact the company's earnings, debt, credit or reporting requirements

In addition to our EWRM program, FirstEnergy's Enterprise Risk Management (ERM) group, led by our chief risk officer, works closely with the business units to identify emerging risks that could have an impact on our financial results. The ERM group runs risk workshops and conducts analyses to: understand the drivers of emerging risks; recognize the potential consequences or impacts; discuss risk with stakeholders; and identify appropriate mitigation strategies. Risks that could impact the business more than five years in the future are evaluated and analyzed to understand potential long-term impacts.

Risk Management

The EWRM process and oversight of risk management is led by FirstEnergy leadership, the Board and the Board's Audit and Finance Committees. Risks and opportunity management strategies are presented to these committees on a short- and long-term basis, which enables each committee to play an active role in the oversight process.

The Enterprise Risk Management group is active in various industry associations as we continuously strive to enhance our risk management processes. For example, our participation in Edison Electric Institute (EEI) Enterprise Risk Management (ERM) Committee created the opportunity for a peer-to-peer benchmarking review of our EWRM program. The peer assessment showed our program was successfully embedded in the foundation of our company and valued across business units for its contributions to day-to-day operations and strategic decision-making. EEI's risk management benchmarking review established a robust knowledge-sharing opportunity between member companies striving for continuous improvement of their EWRM programs.



CYBER AND PHYSICAL SECURITY

Cybersecurity

Our commitment to protect our employees, customers, facilities and the reliability of our electric system includes safeguarding our assets against cybersecurity threats. As cyberattacks to the electric sector increase in number and sophistication, cybersecurity experts warn that the consequences of a successful attack could jeopardize public safety, as millions of households and businesses could be left without electricity.

We evaluate threats to our system's communications network by employing Threat Intelligence Management to detect and enhance responses to cyberattacks. This approach improves our ability to work with government partners to strengthen system security and the resilience of critical infrastructure. Our enterprise cybersecurity program incorporates best practices, and we maintain compliance with federal and state regulations.

Our cybersecurity team is responsible for oversight, governance and direction, cybersecurity strategy, and awareness and training for all our employees and contractors. Employees and contractors with network accounts are required to take cybersecurity awareness and anti-phishing training annually. The cybersecurity team is also tasked with incident response and root cause analysis; vulnerability and risk assessments; regulatory compliance and patch management oversight; security application support; and support and configuration of cybersecurity hardware and software.

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.

Physical Security

Our Corporate Security group provides the operational and governance support for physical security, including compliance with the NERC [Critical Infrastructure Protection \(CIP\) requirements](#) and business continuity management for all FirstEnergy personnel and assets.

Corporate Security professionals provide expertise to enhance and support the safety of all employees, assets and day-to-day operational activities related to physical security. They are responsible for ensuring compliance with regulatory standards; making vulnerability assessment recommendations; developing and enforcing corporate security policies; providing investigative support for physical incidents involving employees or assets; and managing physical security devices and controls.



REGULATORY COMPLIANCE AND REGULATED SERVICES

Compliance and Regulated Services Team

FirstEnergy is committed to fully complying with all applicable laws, regulations and policies. The Compliance and Regulated Services (CRS) team plays an important role in helping FirstEnergy meet its commitment to reliability, security and corporate responsibility. We do this by promoting compliance with the applicable Federal Energy Regulatory Commission (FERC) and state regulations, including the North American Electric Reliability Corporation (NERC) Reliability Standards, all federal and state regulatory reporting requirements, and state renewable portfolio standards.

The CRS team ensures FirstEnergy maintains compliance with NERC Reliability Standards by providing independent oversight of all business units, including the implementation of processes and procedures that comply with these standards. Our compliance program includes meeting annual training requirements and maintaining employee FERC classification programs to protect sensitive information and facilitate independent functioning of regulated and competitive affiliates. We continually self-assess our compliance with these programs, and we participate in the periodic assessments conducted by FERC and NERC. Potential violations to regulatory standards are promptly investigated and reported accordingly.

Renewable Portfolio Standards

Our utility companies in Ohio, Pennsylvania, New Jersey and Maryland maintain compliance with state renewable portfolio standards. Each state's standards require electric suppliers to produce a certain percentage of their electricity from renewable energy sources such as wind, solar and biomass, among others. Total renewable requirements range from 6% to 18% and are scheduled to increase over time, some reaching 50% by 2030.



CORPORATE POLICIES AND PRACTICES

Our Approach

The following corporate policies and practices guide our commitment to do our best every day and support our mission to make customers' lives brighter, the environment better and our communities stronger. We hold all members of our organization, no matter how senior the individual, accountable to upholding the same company values and standards, and we work to strengthen our policies, practices and oversight processes when needed.

Ethics and Compliance

Standards for ethical and legal behavior are set forth in our [Code of Business Conduct](#). FirstEnergy expects all employees to conduct themselves in accordance with all laws and standards when interacting with stakeholders.

Our Employee Concerns Line ensures clear and open communication channels for ethics and compliance issues. Any employee may use the Employee Concerns Line to request assistance with ethics and compliance matters or confidentially report suspected violations of FirstEnergy ethics and business conduct standards, without fear of retribution.

Conflicts of Interest

Our [Conflicts of Interest](#) policy establishes that all FirstEnergy employees are obligated to conduct company-related business in an environment free from the influence of conflicting personal interests. Generally, a conflict of interest arises when an employee's position or job responsibilities present an opportunity for personal gain or when personal activities and financial affairs may influence judgment or action in the performance of company duties.

Corporate Political Activity Policy

FirstEnergy's Corporate Political Participation policy, as well as certain political activity related reports and dues/contributions, can be found [here](#).

We have a responsibility to our shareholders, customers and employees to participate in the political process. Where appropriate, we make contributions to non-candidate state and local ballot initiatives that support our business and create value for our stakeholders.

Accordingly, our [Corporate Political Participation policy](#) describes the criteria for certain political contributions and ballot initiative expenditures made with corporate funds as well as the process for approving such contributions and expenditures.

Suppliers, Human Rights and Workforce Policies

Our [Supplier Code of Conduct](#) establishes business standards our suppliers must meet in their day-to-day activities. The guidelines in our Supplier Code of Conduct reinforce our expectation that suppliers use good judgment and act with integrity in their business dealings with FirstEnergy. FirstEnergy's [Position on Human Rights](#) describes our commitment to treat our employees, customers, business partners and stakeholders with dignity and respect. FirstEnergy adheres to a set of core values and behaviors that are fundamental to achieving this mission. We also outline our commitment to ensuring our entire workforce has basic rights and freedoms in our [Statement on Workforce Policies](#).



FORWARD-THINKING ELECTRIC UTILITY

As a forward-thinking electric utility, we work toward a sustainable energy future and strive to embed corporate responsibility awareness and action into our company's culture. Our commitment to corporate responsibility guides our efforts to enhance different areas of our business as we prepare to meet our customers' future needs and work toward our vision for a more innovative and sustainable FirstEnergy.

We are building the grid of the future through our transmission and distribution programs. We also are implementing smart technologies to provide our diverse customer base with enhancements that improve their lives and businesses. At the same time, we are making the environment better through advanced usage data, increased energy efficiency options and carbon reduction opportunities.



**Corporate
Responsibility**



Materiality



Strategic Plan



**Emerging
Technologies**



Innovation Center



CORPORATE RESPONSIBILITY

Our Approach

Built on our mission statement, FirstEnergy's corporate responsibility strategy to inform, engage and achieve results is designed to promote transparency and accountability on ESG topics and ensure the relevancy and execution of corporate responsibility initiatives.

Corporate Responsibility Management

To ensure the transparency, accountability and relevancy of our corporate responsibility initiatives, FirstEnergy has both Board and executive-level oversight.

The Corporate Governance and Corporate Responsibility Committee of the Board of Directors provides oversight of the company's sustainability and corporate responsibility strategy. This Committee solely comprises independent directors and typically meets five times per year to discuss updates on a broad range of issues related to corporate governance and corporate responsibility, such as ESG initiatives. Company management updates the Committee regularly throughout the year.

In addition, our cross-functional, executive-level steering committee reviews our corporate responsibility strategy and initiatives, and provides updates to the Corporate Governance and Corporate Responsibility Committee. Members of this group include senior leadership from the Community Involvement, Corporate Governance, Environmental, Human Resources, Investor Relations, Risk and Strategy departments.

“FirstEnergy's corporate responsibility reporting and strategy demonstrate our ongoing commitment to social responsibility and increased transparency. This commitment extends beyond products and services to include economic, social and environmental initiatives in our service area.”

Julia L. Johnson, Board Committee Chair, Corporate Governance and Corporate Responsibility Committee



MATERIALITY

In 2020, FirstEnergy conducted its first materiality assessment of potential ESG topics as part of our ongoing commitment to corporate responsibility. Our process was guided by the foundational principles outlined in the Global Reporting Initiative (GRI) Framework as well as the Sustainability Accounting Standards Board (SASB). We partnered with a third-party consultant to complete the assessment that included the following approach:

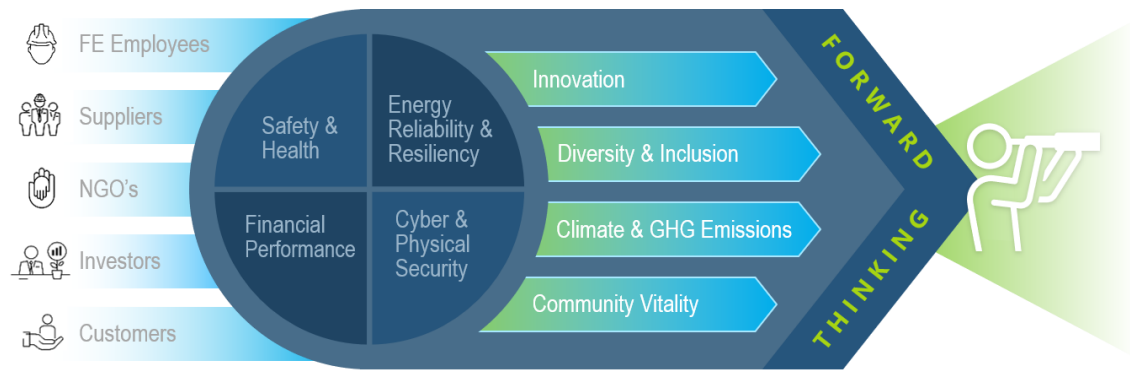
- Identified our list of potential topics through research and benchmarking
- Refined our list of topics through an in-person workshop conducted with members of FirstEnergy's executive leadership team
- Prioritized the topics in our list through surveys of FirstEnergy employees (internal stakeholders) and key external stakeholder groups (customers, non-governmental organizations, suppliers and investors)
- Validated our topic list through interviews with external stakeholders from each of the identified stakeholder groups

Engaging stakeholders is a critical component of the materiality process, and their insights helped us determine our most important ESG topics to focus on in order to drive change and create value. Our materiality assessment also provided opportunities for educating our internal stakeholders about evolving expectations around ESG management, reporting and disclosure. The process reinforced the need to regularly engage with our stakeholders to validate our material ESG priorities.

The results of our assessment affirmed several topics that are integral to our business, such as **Safety & Health, Financial Performance, Energy Reliability & Resiliency, and Cyber & Physical Security**. Additionally, our materiality assessment validated topics that are central to FirstEnergy's ESG strategy and provide a strong foundation for continued forward-thinking initiatives: **Greenhouse Gas Emissions & Climate Change, Innovation, Community Vitality, and Diversity & Inclusion**. These topics align with our company's mission and core values, and we expect them to be material and influential to our company strategy into the foreseeable future.

The findings from our materiality assessment will also help inform and drive our ESG strategy, priorities and initiatives. The results will be used to continue to educate and inform our stakeholders, enhance our reporting disclosures and evaluate opportunities for goal setting.

Going forward, we plan to periodically refresh our materiality assessment to ensure that our material topics remain relevant and responsive to evolving stakeholder expectations.





STRATEGIC PLAN

Published in November 2019, FirstEnergy's [strategic plan](#) charts our path through an industry experiencing rapid change. As a guide for our vision of the future, our plan describes how we will address the needs and preferences of our diverse customer base; enable a strong, secure and technologically advanced grid; leverage emerging technologies; reduce our environmental impact; build a diverse and inclusive workforce; and support our customers and communities. With our core values serving as the foundation, our strategic plan identifies the opportunities available to us amid the challenges and risks we face as we prepare to meet the future needs of our customers.



[VIEW PLAN](#)



EMERGING TECHNOLOGIES

Our Approach

Our Emerging Technologies team helps us live our mission to be a forward-thinking electric utility by:

- understanding our legislative and regulatory environment and developing policy positions that support the best interests of our company and customers
- working with stakeholders to understand which investments are most valuable to the electric system
- vetting potential new technologies, particularly opportunities that will help customers use energy more efficiently

We are regularly engaged in conversations with stakeholders regarding electrification, smart cities, alternative generation and energy management services. Our efforts are shaped by our Emerging Technologies Roadmap, which is guided by legislative and regulatory policies and sets our direction as we focus on key technologies over the next five years.

Research

We invest in Energy Impact Partners, a venture fund comprising a coalition of leading energy companies that is focused on the transformation of 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, company and the environment.

In addition, we support research that evaluates the impact of emerging technologies on the electric grid. We stay informed of the latest research through active membership in the [Electric Power Research Institute](#) (EPRI) and collaboration with universities. We also partner with the [U.S. Department of Energy](#) (DOE) and industry experts to guide our modernization efforts. Our work with EPRI and DOE helped us develop and refresh our Grid Modernization Roadmap, which identifies emerging distribution platform capabilities that enable higher reliability, resiliency and energy resource integration and utilization.

Emerging Technology Programs

We leverage emerging technologies and innovation that can deliver customer-focused service enhancements while making the environment better through emissions reductions and energy efficiency improvements. Our Emerging Technologies Roadmap consists of five programs and is rooted in our larger effort to enable the grid of the future.

Distribution Grid of the Future

We are enhancing our existing distribution platform, deploying smart grid technology to increase reliability and decrease our greenhouse gas emissions. Some of the distribution programs in place across our service area include smart meter deployment, distribution automation and the implementation of voltage-regulating equipment.

Electrification

We encourage the use of electricity for transportation, appliances and commercial equipment by efficiently preparing our grid to support electrification. We also make our customers aware of available conversion funding and continually explore how we could more equitably and efficiently provide electric vehicle (EV) charging equipment. We are also demonstrating our commitment to the electrification of our own company vehicle fleet. [Beginning in 2021, FirstEnergy plans for 100% of new purchases for its light-duty and aerial truck fleet to be electric or hybrid vehicles, creating a path to 30% fleet electrification by 2030.](#)

Smart Cities

Many of the communities we serve are learning how smart cities initiatives can improve their citizens' quality of life by helping municipalities operate more efficiently, lower their carbon footprint and enhance community safety. Our electric utility infrastructure provides a great foundation for smart city capabilities, and we're committed to collaborating with the communities we serve to help enable the smart cities they want.

Alternative Generation and Microgrids

As we continue to evaluate opportunities for regulated renewable generating sources in our service area, [we have set a goal to own at least 50MW of solar generation in West Virginia by 2025.](#) In addition, we will continue to explore the options to leverage the economies and efficiencies provided by utility-scale options. We are also investigating the value of microgrids to learn how they can provide customers with the resiliency they need.

Energy Management Services

We know our customers want to better manage their energy consumption. We offer energy efficiency and load reduction programs and continue to explore how, in a world with data at our fingertips, we can provide customers with meaningful insights to help manage their energy use.



INNOVATION CENTER

To demonstrate our commitment as a forward-thinking electric utility, FirstEnergy established an Innovation Center in 2020 aimed at finding new solutions to core business challenges in a faster, less expensive and more scalable way—ultimately improving our service to customers, enhancing the employee experience and driving long-term growth for FirstEnergy.

The Innovation Center strives to bring new ideas to life across our business units. By harnessing the best thinking from across our company and working collaboratively with business unit leadership, the Innovation Center will use analytics to identify data-driven business solutions, apply leading-edge process automation for efficiency and leverage user-centered technology. Whether it's developing an app, mining data or automating a process that normally took employees several days to complete, the Innovation Center will work through challenges and opportunities on a case-by-case basis, incorporating input from business units and subject matter experts to deliver streamlined solutions that benefit employees and customers.

The electric utility industry is changing along with its customers, and we need to innovate to move FirstEnergy forward. In part, the Innovation Center is designed to embed the spirit of innovation in the fabric of our company's culture and develop a more innovative mindset across our organization. To accelerate this change, we are identifying Innovation Ambassadors from across the company who are passionate about innovation. These individuals will facilitate collaboration between the Innovation Center and our business units and help us apply more innovative ways of thinking in our operations.



POWERED BY A DIVERSE TEAM OF ENGAGED EMPLOYEES

To make our customers' lives brighter, the environment better and our communities stronger, our workplace culture empowers a diverse team of innovative, engaged and safety-focused employees. With our policies, practices and benefits, we strive to attract, retain and develop a diverse and qualified workforce of high-performing employees and teams to deliver excellence every day.



Safety



**Diversity and
Inclusion**



Supplier Diversity



Talent Management



Labor Relations



SAFETY

Our Approach

The safety of our employees, contractors and the public is a core value at FirstEnergy. Each employee is charged with keeping safety first in every action, every day by making a personal commitment to a safe work environment, proactively identifying and controlling the hazards around us and looking out for the safety of others.

Employee Safety

Our safety teams work together to drive continuous improvement in our company's safety culture, processes and programs, and provide guidance for compliance with applicable laws, regulations and standards. Our safety program includes safety education and training, as well as safety management through field observations and risk assessments.

To support our vision of eliminating LCEs, FirstEnergy Utilities (FEU) has established six focus areas that drive our safety initiatives:

- Increasing employee recognition
- Expanding employee engagement
- Enhancing safety communication
- Building leadership skills
- Applying human performance principles
- Strengthening contractor and public safety programs

Building on FEU's safety vision, our "We Have the Power" employee engagement campaign (launched in 2019) emphasizes personal ownership of safety, strengthens our safety-first mentality and reinforces FirstEnergy employees' shared role in meeting company objectives and supporting each pillar of our mission statement.

FEU also is actively shifting our focus from incident prevention to exposure reduction by:

- Coaching all leaders on transformative leadership skills
- Educating employees on a common definition of safety as controlling exposure to risk for themselves and others
- Gathering leading indicator field-level data on the use of exposure control methods
- Increasing focus on incidents that have the potential to result in LCEs
- Enhancing the capability of our safety management systems



We have long included safety metrics as part of the key performance indicators (KPIs) that drive our short-term incentive compensation program. We implemented Days Away/Restricted or Transferred (DART) rate and LCEs into our KPI metrics to reinforce safety as a core value at FirstEnergy. DART measures the number of Occupational Safety & Health Administration (OSHA) incidents that result in days away from work, days of restricted work activity or job transfers. LCEs track injuries that result in a fatality, require immediate life-saving measures or affect the worker's ability to continue normal activities. Combined with our OSHA recordable rate and our Chargeable Motor Vehicle Accident Rate (CMVAR), these metrics help us measure and understand the frequency and severity of injuries, so we can address issues as they arise.

We track and recognize our employees' significant safety milestones and achievements, such as years without an OSHA incident or months without a chargeable motor vehicle accident. We also recognize our employees who make life-changing differences. Our FirstEnergy Hero Awards honor deserving individuals and groups who go above and beyond to help someone in need through a heroic act of courage or compassion. Please see our [data tables](#) for specific safety metrics.

Contractor and Public Safety

FirstEnergy includes the safety of contractors and the general public in our unwavering commitment to safety. We strive to be proactive in reducing potentially hazardous exposure and improving safe practices for any contractor who performs work on our behalf, or any member of the public who comes near our electrical lines or equipment. FirstEnergy employs two groups designed to offer greater protections to contractors and the public.

Our Contractor Safety group is tasked with developing safety programs focused on helping contractors reduce their exposure to hazards, eliminate incidents and pursue excellence in safety. We share important safety information on the [Contractor Safety](#) section of FirstEnergy's website and link to the [e-Smart Worker website](#), which also features job-site safety tips, videos and training materials to help construction workers and contractors avoid hazards while working around power lines and other electrical equipment.

Our Public Safety group develops and manages programs that promote safety for those who may come near FirstEnergy's power lines or equipment. This group targets first responders, third-party contractors, school children and the general public with educational initiatives and materials.

These efforts continually refresh our ongoing safety communications, which include:

- Distributing information related to downed power lines and other electrical emergencies, safety around the home and yard, and important precautions near electrical facilities for first responders and the general public
- Holding operating company safety days in our service territories
- Sharing frequent safety posts, including seasonal messages and storm-related concerns through our utility social media accounts
- Working with traditional print, broadcast and web-based media to share important safety reminders
- Printing safety messages on customer bill inserts and newsletters
- Offering safety presentations to community organizations and first responders

Our educational outreach and public communication efforts could help those working or living near our equipment or facilities be more aware of potential dangers. We continuously improve safety communications, increase safety awareness and hazard recognition, and focus on prevention, preparedness and response in our educational efforts.



DIVERSITY AND INCLUSION

Aspirations and Strategy

FirstEnergy embraces diversity of thought, values individuality and encourages new perspectives. A diverse and inclusive work environment enables us to better serve our customers, improve operational performance, increase innovation and provide a rewarding work experience for our employees. We have earned [regional and national recognition](#) for our commitment to building a diverse and inclusive workforce.

Our Diversity & Inclusion (D&I) Aspirations

- Sustain a culture where we respect differences; encourage teamwork; attract, retain and develop top talent; and value, motivate and empower employees to do their best every day
- Build a diverse, high-performing workforce that better reflects the demographics of our customer base in the geographic regions we serve
- Support the economic health of local communities through supplier diversity and community involvement

Our Executive Diversity & Inclusion Council aims to enhance workforce diversity, create an inclusive work environment and provide oversight and guidance for FirstEnergy's integrated D&I strategy. A director-level D&I position leads a team of employees focused on companywide diversity and inclusion initiatives.

Our Diversity & Inclusion Strategy

- Ensuring our workforce reflects the communities we serve
- Creating a safe and inclusive environment where all employees feel valued
- Respecting and embracing differences
- Enabling employees to do their best every day
- Empowering high-performing teams and innovation by welcoming diverse ideas and opinions

Diversity and Inclusion KPI Metric

Our D&I Index is included in our annual short-term incentive compensation program and is applicable to every FirstEnergy leader, including the CEO. The Index measures our progress in expanding the diversity of our leadership pipeline through a focus on diversifying our professional hires and succession plan candidates. In 2019, we increased the weight of the D&I Index in our short-term incentive program to emphasize the importance of fostering diversity and inclusion. The D&I Index also includes the results of a now-annual employee survey that measures our employees' perspectives on our efforts to create a more diverse and inclusive work environment.

Employee Business Resource Groups (EBRGs)

FirstEnergy has [employee-developed EBRGs](#) focused on providing support, networking opportunities and career and personal development resources to more than 1,800 members and allies. They also contribute to our business imperative through recruiting and retention efforts and strive to positively influence FirstEnergy's organizational culture. Each group has an executive sponsor and leadership team that provides guidance and oversight.

Our EBRGs help to increase awareness of diversity across our organization and ensure employees feel valued as part of our FirstEnergy team—critical steps to us achieving our D&I goals. We continually work to increase the number of EBRGs as well as employee participation.



MOSAic

Serves as a resource to FirstEnergy's people of color and allies and seeks to further strengthen recruitment, development and advocacy. There are three chapters: MOSaic Akron, MOSaic New Jersey and MOSaic Maryland



Veterans & Allies

Strives to positively influence the organizational culture by ensuring the hiring and development of veterans



Women in Leadership

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



Alternate Current

Strives to enhance the health and well-being of the LGBTQIA+ community within FirstEnergy by providing a safe and supportive environment through a partnership between corporate leadership, community members and participating employees



THRIVE

Serves as a resource to FirstEnergy's employees with disabilities and major illnesses, or who are caregivers, friends or family members supporting and assisting individuals with disabilities and major illnesses



Helping Women GROW

Ensures the professional and personal development of women in our customer contact centers and develops women leaders across the company through mentorship opportunities. There are two chapters: Helping Women GROW (Fairlawn, Ohio) and Helping Women GROW (Reading, Pennsylvania)



SUPPLIER DIVERSITY

FirstEnergy maintains a proactive Supplier Diversity Program as an extension of our corporate commitment to promote diversity at every level of our company. We recognize that supporting diverse suppliers provides value to our customers and strengthens the economic health of local communities, and we strive to make our supplier base as diverse as our customer base.

Our [Supplier Diversity Program](#) provides opportunities in a competitive environment to certified and traditionally underused businesses owned by women, minorities, veterans and other such groups. We continue to build our network of diverse vendors and our relationships with advocacy groups that support these businesses. Please see our [data tables](#) for our supplier diversity metrics.

By prioritizing inclusivity and creating sound business relationships, we strengthen economic development and viability for all stakeholders. Diversifying our vendor base enhances competition among suppliers, yielding more innovative products and services as well as improved reliability and lower costs.



TALENT MANAGEMENT

Our Approach

We attract, engage, develop and retain a diverse team of employees by implementing innovative recruiting methods, developing robust career management and leadership development opportunities, and offering competitive and flexible total rewards.

Recruitment

As one of the nation's largest electric utilities, we depend on highly trained, dedicated and motivated employees to provide electricity safely and reliably to our customers. Attracting and retaining these employees requires implementing creative recruiting strategies to build a more diverse workforce, establish and promote a competitive employment brand and foster the next generation of utility workers.

Diversity Outreach

We are committed to recruiting and hiring a workforce that reflects the demographics of the communities we serve. As one component of the annual D&I Index in our KPIs, we measure the diversity of our external professional hires.

Additionally, through the support of the FirstEnergy Ambassador Network, we leverage the passion and commitment of our employees to build and sustain relationships with various diverse professional organizations, including the Society of Women Engineers, the National Society of Black Engineers and the National Society of Hispanic Professional Engineers. We attend diversity-focused career fairs and national conferences, as well as distribute job postings to a diverse network of regional contacts, including Urban Leagues, Veterans Affairs offices, academic institutions and consortiums, and community and student organizations. We also require a diverse slate of qualified candidates be presented to hiring managers for all professional positions. Please see our [data tables](#) for all of our employee metrics.

Student Opportunities

We offer a variety of [programs for students](#) that provide valuable experience and skill-building opportunities, allowing us to hire and develop the next generation of our workforce.

Co-op/Intern Program

Our Co-op/Intern program is open to students enrolled in bachelor's and master's degree programs at accredited colleges and universities, and covers a wide range of academic disciplines, including engineering, information technology, supply chain, finance, accounting and business management. Students in the program are provided meaningful and challenging work assignments and professional development, mentorship and networking opportunities.

Power Systems Institute

Our [Power Systems Institute \(PSI\)](#) is an award-winning, one-of-a-kind program focused on recruiting and developing the next generation of line and substation workers. We partner with colleges throughout our service territory to provide a 21-month program that combines classroom learning, technical training and 10 weeks of field experience. Upon successful completion of the program, graduates receive an Associate of Applied Science degree in Electric Utility Technology and are eligible to be hired by FirstEnergy. Since the PSI program's inception, we have hired more than 2,000 graduates across our service territory.

PSI GRADUATE STATISTICS (2000–2019)



Talent and Leadership Development

Our companywide talent and leadership development efforts provide the technology and programs to help employees and leaders connect to their work and enhance their careers at FirstEnergy.

- **Career Management:** FirstEnergy conducts performance management for non-bargaining employees through a highly collaborative process designed for employees and leaders to work together to set priorities, review development goals and assess progress during quarterly check-ins.
- **Ongoing Employee Development:** An online learning system provides opportunities to learn about key business and management topics and gain professional skills training. Through collaboration with our business units, we develop programs and create courses that meet business needs and challenges.
- **FEU Workforce Development:** Our FEU Workforce Development team designs and implements staffing and development initiatives for our utility and transmission businesses. These initiatives include developing strategies to build a diverse workforce and creating training curriculums that enhance safety and implement process improvements. This team manages staffing and recruiting for the PSI and Power Plant Technology programs, as well as regulatory training, Job Skills Demonstration training, a rotational engineer program and the utility business playbook.
- **New Supervisor and Manager Training:** Newly promoted supervisors and managers are required to take part in our New Supervisor and Manager Program, which consists of approximately 96 classroom training hours on topics such as building and sustaining trust, diversity and inclusion, time management and coaching. The program also includes four volunteer hours for supervisors and managers at the Akron-Canton Regional Foodbank.
- **Mentoring Program:** Our employee mentoring program encourages leaders to guide colleagues; develops and retains talent; increases job satisfaction for mentees and mentors; allows for skills- and knowledge-sharing; and enhances learning throughout FirstEnergy.
- **Transmission Training Plan:** We are developing a comprehensive transmission training plan that supports our focus on safe work practices. This includes creating a catalog with transmission role-based curriculums, individualized training curriculums and new courses.

Employee Total Rewards

[Total Rewards](#) is our comprehensive compensation and benefits package that helps keep our employees healthy, motivated and rewarded for their role in the success of our business.

HealthyLiving and Wellness

Our HealthyLiving Program provides opportunities and incentives for employees and eligible spouses and domestic partners to improve their health and well-being.

Flexibility and Time-Off Programs

Our [time-off programs](#) are designed to promote a healthy work-life balance and ensure employees have time away to spend with friends and family and pursue interests outside of work. Our slate of time-off programs allows for more flexibility in how employees take paid leave.

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

Pay for Performance

We are committed to rewarding individual and business unit efforts through a [total compensation program](#) that includes competitive base and incentive pay. The Short-Term Incentive Program provides incentives to employees for performance on crucial financial and operational goals, outlined in the company's KPIs.

Employee Educational Assistance Plan

This Plan assists all regular, full-time employees, including union members, with the costs of satisfactorily completed courses of study directly related to our business, up to a maximum of \$5,250 per year.



LABOR RELATIONS

We respect our employees' rights to negotiate the terms of their employment through the labor unions they choose to represent them. Our union-represented employees work in critical areas of our business, including distribution and transmission, power generation and various support occupations.

We value healthy labor relations because we understand employees who participate in important workplace decisions have high levels of commitment, engagement and productivity. We work with labor unions in key areas, such as implementing initiatives to foster a safety-first culture, offering enhanced technical training programs, advancing health and wellness and building career pathways. We participate in multiple cooperation initiatives with the union leaders representing our employees. This enables the company and union to coequally fund and pursue projects outside of work that are mutually beneficial.



MAKING OUR CUSTOMERS' LIVES BRIGHTER

To meet our customers' expectations and prepare for a cleaner energy landscape, we are modernizing our electric grid to ensure continued reliability and enable the integration of renewables and distributed energy resources. Our customers expect safe and reliable electric service as well as proactive communications through simple, convenient and personalized channels, including our customer contact centers, electronic communications, website and social media.



**Transmission
and Distribution**



Customer Service



**Reliability, Service
Restoration
and Emergency
Preparedness**



Energy Efficiency



**Meeting Our
Customers' Needs**



**Innovative Products
and Services**



TRANSMISSION AND DISTRIBUTION

Transmission Programs

Our transmission system, which delivers electricity from power plants to local distribution systems, is the focus of our efforts to build a smarter, stronger and more secure power grid. We launched our *Energizing the Future* initiative in 2014 to enhance and modernize our transmission infrastructure, and we continue to work on projects that help us meet the evolving energy needs of our customers well into the future.

Ensuring the Reliability of Our Transmission System

Recent investments resulted in significant improvements in the reliability performance of the transmission system in our American Transmission Systems Incorporated (ATSI) region. Reliability improvements are expected to benefit customers in other parts of our service territory as we expand our programs and efforts to modernize our energy infrastructure.

FIRSTENERGY'S ATSI REGION FROM 2014–2019

33%

reduction in
transmission-caused
distribution outages

66%

reduction in the number
of customers affected
by transmission-caused
distribution outages

59%

reduction in the duration
of transmission-caused
distribution outages

47%

reduction in equipment-related
outages on the
transmission system

FirstEnergy also made a series of investments to enhance reliability throughout our service area. Since 2014, we have constructed new and rebuilt existing transmission lines and substations to bolster the transmission network.

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

Our Center for Advanced Energy Technology accelerates the deployment of technologies on our transmission system. This 88,000-square-foot facility is one of the most comprehensive testing and training centers of its kind in the nation. In this hands-on environment, our engineers and technicians can upgrade, maintain and ensure the security of the power grid by simulating real-world conditions on the electric transmission system. This facility also demonstrates our focus on safety, as it empowers our employees with technical understanding and available tools for mitigating risks. The building itself, including its size and physical orientation, is designed to minimize environmental impact.

Engaging the Community

We are committed to working closely with community leaders and property owners to solicit public input when siting new energy infrastructure, including transmission lines. Our public participation efforts include:

- Presenting project proposals to municipal leaders
- Making finalized project plans and line route maps available to the public through various communications, including individual landowner contact, fact sheets and project websites
- Hosting open houses and soliciting input from municipal leaders, property owners and community members
- Soliciting and evaluating community feedback to develop preferred and alternative line routing options

Whenever possible, we strive to site transmission facilities within existing corridors, an industry best practice that drastically reduces impacts on communities and the environment.

FirstEnergy's Transmission and Construction & Design Services organizations are driving innovation by engaging employees in brainstorming activities through an internal website—the Innovation Hub. This website is the front end of a new process developed to collect, analyze and prioritize fresh ideas that support our transmission portfolio, enhance our sustainability efforts and deliver the best value to our customers.

Distribution Programs

We also are investing in projects that create a more resilient and flexible distribution system by evaluating opportunities to enable emerging technologies.

To prepare for a more dynamic, intelligent and secure distribution system, we are strengthening our grid's foundation by building a smarter communications network and replacing or upgrading aging equipment. As part of our *Distribution Grid of the Future* program, we are also evaluating a wide range of new technologies and ways to modernize our distribution system, including energy storage and microgrids.

Across our service territory, we are working to upgrade our system with more advanced automation and smarter technologies to prepare the distribution grid of the future. For example, our *Ohio Grid Modernization Program*, Pennsylvania Long-Term Infrastructure Improvement Plans and *JCP&L Reliability Plus* Infrastructure Investment Program are designed to ensure enhanced reliability for our customers.

Our regulatory strategy for these distribution program investments involves leveraging recovery mechanisms that enable us to pursue cost recovery for a specific distribution program. This strategy ensures we can make critical infrastructure improvements on our distribution system in a timely fashion with appropriate regulatory approval.



CUSTOMER SERVICE

Customer Expectations and Experience

To meet customer expectations, FirstEnergy aims to minimize power interruptions, provide timely and accurate service restoration information, and quickly and accurately resolve customer service issues.

Our customers' experience with FirstEnergy is the sum of their interactions with us. To monitor the dimensions of these interactions, we track key metrics such as First Contact Resolution (FCR), Customer Satisfaction (CSAT) and Customer Effort Score (CES). Input for these metrics comes from customer transaction surveys.

We are committed to meeting expectations for premier customer service. We are achieving favorable results, particularly in First Contact Resolution, by increasing our focus on resolving a customer's issue the first time they contact us. Please see our [data tables](#) for our customer service metrics.

Customer Communications

In addition to providing safe, secure and reliable electric service, making our customers' lives brighter also means ensuring easy access to clear, accurate and useful support and information through the channels customers prefer—including our customer contact centers, social media and other electronic communication tools.

Customer Contact Centers

At our customer contact centers in Akron, Ohio; Fairmont, West Virginia; and Reading, Pennsylvania, our employees respond to 7 million customer calls annually. We track and measure a companywide customer service KPI that includes resolving customer issues during the initial interaction, and we continue to focus on initiatives to improve in this area. Additionally, many customers use our Interactive Voice Response phone system to report power outages, make inquiries or conduct various account transactions. Millions of customer transactions are also handled through self-serve options on [FirstEnergy's website](#).

Social Media and Web Services

Social media has become a major customer service platform, and for some, it is the first source of information. Customers and others follow us on social media for company news, behind-the-scenes stories, energy efficiency and electrical safety tips, and updates during major weather events. FirstEnergy manages accounts on Twitter, Facebook, LinkedIn, YouTube and Flickr.

We offer a suite of convenient tools that help customers stay connected with important account and outage information, including alert and text messaging services and our responsive website. Because we understand the inconvenience of a power outage, we created a streamlined outage reporting process on the website and comprehensive, 24/7 Power Center outage maps, which show current outage locations, estimated restoration times, the cause of outages and the status of the repair crews. We also offer an outage reporting app on our utility Facebook pages. The app is integrated with our automated reporting system to help ensure that outages are quickly and accurately detected.



RELIABILITY, SERVICE RESTORATION AND EMERGENCY PREPAREDNESS

Our Approach

FirstEnergy's commitment to making our customers' lives brighter starts with programs and initiatives that improve service reliability and extends to continually re-evaluating our emergency response plans.

Energy Reliability

Safe, reliable power is a top priority. We continue making multibillion-dollar investments in our electric distribution and transmission systems by upgrading aging infrastructure, increasing network automation, enhancing security and adding operating flexibility. These modernization and improvement projects enhance the reliability of our customers' electric service with a stronger, more efficient and resilient power grid.

One of the ways we hold ourselves accountable for ensuring service reliability is by including metrics—Distribution System Average Interruption Duration Index (SAIDI) and Transmission Outage Frequency (TOF)—in our KPIs. 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 improve performance. TOF measures the transmission line frequency of outages, excluding those that are scheduled, forced by emergency or operational. The KPI goals for TOF are based on peer comparison. Please see our [data tables](#) for our reliability performance metrics.

Service Restoration and Emergency Preparedness

When power outages occur, the key to successful service restoration is effective emergency planning. Following a storm or other emergency, our high standard for emergency preparedness enables us to respond quickly and safely. The Edison Electric Institute (EEI) has recognized FirstEnergy more than two dozen times over the years with its Emergency Recovery Award and Emergency Response Award for utilities that demonstrate exceptional response to significant events within their service territory and aid other utilities in times of need.

Our Emergency Operations Center brings together a team of employees from across FirstEnergy who serve as the central resource for support and coordination of our service restoration process, particularly during weather emergencies. Our process incorporates key principles and concepts found in the [National Incident Management System](#) to ensure a standardized, consistent and scalable approach to all incidents regardless of size, scope or complexity. To maintain a state of operational preparedness, we annually conduct exercises that test key systems, processes and training. Additionally, we conduct After Action Reviews following all major storm events and emergencies to continuously improve our readiness.



FirstEnergy's storm preparedness process includes:

- **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 service crews are prepared to safely clear damage and restore service.
- **Mutual Assistance Relationships:** While employees of our 10 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.
- **Emergency Operations Center:** System operators at our regional distribution and transmission operations centers monitor weather forecasts around the clock from our company meteorologists and the National Weather Service. They watch for early signs of storms and coordinate resources and support as needed.
- **Power Restoration:** After the storm passes and it is safe to assess damage, we actively 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 Communication Plan:** We ensure appropriate staffing for media coverage during outage events, hold daily conference calls with local officials and emergency management personnel regarding our restoration progress, and use our social media accounts to share safety reminders, images and updates.
- **Estimated Time of Restoration (ETR):** We quickly provide an ETR, so customers know when their power is expected to be restored. We believe our ETR processes are among the best in the industry.



ENERGY EFFICIENCY

Our Approach

Our Energy Efficiency group develops and implements operational and customer programs for our utilities that promote energy efficiency, conservation and demand response. These and other initiatives help our customers save energy, reduce their bills and ease their environmental impact.

Energy efficiency and/or peak demand reduction policies have been established in certain states to meet long-term customer and community sustainability needs. These states established annual incremental energy efficiency targets of up to 2% of total customers' usage. As a result, we began offering a suite of energy efficiency programs to meet or exceed the reduction targets, while also supporting system reliability and lowering customers' electricity costs. Please see our [data tables](#) for our energy efficiency metrics.

Residential Programs

Some residential customers can realize energy savings through significant incentives that offset the costs of major home efficiency upgrades, such as 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 common energy-efficient products.

- **Appliance Recycling:** We work with qualified environmental recyclers to remove older, inefficient appliances from homes and small businesses. The appliances are responsibly recycled, diverting pollutants and other components from landfills.
- **Educational Outreach and Home Impacts:** We work with service providers to offer home energy audits and energy usage reports, which help customers understand how to implement efficiency upgrades and change behaviors to lower their energy use and costs. We also issue school and home efficiency kits to provide easy-to-install products that can immediately impact customers' monthly bills.
- **Efficient Appliances and Products:** We offer consumer rebates and support other incentives for efficiency improvements, such as upgrading to energy-saving HVAC equipment, appliances, lighting, home electronics and other products.
- **Energy Analyzer:** Customers with smart meters can access our Energy Analyzer tool to view their energy consumption data. This tool also provides energy-saving tips that can help customers better understand their energy use and manage their monthly electric bills.

Commercial and Industrial Programs

FirstEnergy's [commercial and industrial programs](#) offer solutions for small businesses, government entities, schools, and even the largest and most energy-intensive manufacturers and industries. Our portfolio of programs provides measures and financial incentives for customers to purchase qualifying high-efficiency products; recycle inefficient appliances; retrofit specialized processes; improve building shells; complete energy audits; adopt energy-saving behaviors or energy management practices; and create custom process solutions.

We offer programs for a wide range of commercial and industrial sectors including agriculture, consumer electronics, data centers, food service, construction and more.

Research

FirstEnergy is actively involved in research to better understand efficiency opportunities in technologies and infrastructure such as next-generation heat pumps, advanced data center infrastructure, smart thermostats and advanced building design. We actively participate in and fund Electric Power Research Institute (EPRI) projects focused on the assessment, testing, demonstration, deployment and transfer of energy-efficient technologies. We also partner with EPRI to research customer preferences and analyze data on the adoption of new technologies and electricity service plans.



MEETING OUR CUSTOMERS' NEEDS

Payment Assistance and Emergency Support

We strive to meet the electricity needs of our socially, economically and culturally diverse customer base. To do this, FirstEnergy offers several payment assistance and emergency support programs to help customers.

- Customer assistance programs provide credits to reduce monthly bills based on customers' income and annual energy burden. These programs also connect customers to other energy assistance resources and offer debt forgiveness, which reduces arrearage balances incrementally as monthly bills are paid.
- Energy assistance grant programs provide emergency assistance that helps income-eligible customers maintain or restore service when disconnection is imminent or has already occurred. Application periods for these programs differ by state, but typically target energy-intensive seasons.
- Hardship funds help customers maintain or restore service when disconnection is imminent or has already occurred. These programs are administered by non-profit agencies, and applications are open year-round or until funds are depleted. Funds are intended as a last resort for customers who have exhausted resources from other energy affordability programs.
- The Gatekeeper Program provides resources to field personnel who encounter customers who are confused or disoriented; express difficulty paying bills; are having trouble seeing, speaking, hearing or moving; or are living in conditions that indicate there is a problem.
- The Pennsylvania Customer Assistance and Referral Evaluation Services (CARES) Program provides short-term aid to customers who experience a temporary hardship, such as the loss of a family member, job instability or injury. CARES representatives assist customers with bill arrangements and energy assistance and provide the appropriate referrals for customers' needs.

Income-Qualified Energy Efficiency Programs

For income-qualified customers, FirstEnergy has targeted energy efficiency programs to reduce energy usage or offset the costs of energy improvements. These programs often work in conjunction with other utilities or local, state or federal funds and programs to maximize customer benefits.

- **Weatherization and Comprehensive Energy Audit Programs:** Customers' homes are evaluated to address energy-saving lighting upgrades; building envelope improvements such as the addition of insulation; and electric water heating and major appliance efficiency improvements.
- **Behavioral Programs:** Our Ohio, Pennsylvania and Maryland utilities deliver energy usage reports to nearly 100,000 income-qualified customers each year. These reports highlight energy usage trends and offer tips on how to save energy and take advantage of our energy efficiency opportunities.
- **Enhanced Incentives:** In certain jurisdictions, FirstEnergy efficiency programs offer enhanced incentives to income-qualified customers to offset the costs of energy efficiency upgrades.
- **Multifamily Initiatives:** We improve the efficiencies of income-qualified tenants' units and buildings, either directly through our efficiency programs or in coordination with partners and agencies.
- **Light Bulb Distribution:** Potomac Edison runs a program with the Maryland Food Bank (Western Branch) to distribute LED bulbs and provide customers with information on home energy savings opportunities and income-qualified efficiency programs.



INNOVATIVE PRODUCTS AND SERVICES

Our Approach

Making our customers' lives brighter requires us to keep apprised of the latest industry, technology and customer trends and anticipate what's next.

A number of trends—including distributed generation, smart homes, smart cities and big data—are changing the energy industry, and utilities must respond or risk losing their customers to others who can better meet their needs. Across our company, we are working to create a culture of innovation that fosters new, sustainable platforms for growth. We must be open, curious and willing to learn from people and organizations whose backgrounds and views differ from ours. This diversity of thought and experience can help provide an array of options and solutions for complex problems. We leverage the diversity of our customers and employees to help us understand, assess and solve problems that drive positive business results.

FirstEnergy's Products Innovation team has created a companywide roadmap featuring two areas of focus for building and advancing a culture of innovation. First, the team focuses on absorbing the practices and principles of Innovation Engineering. Our goal is to educate our employees to help solve problems and find answers that best serve our customers and company. Second, we continuously look to the technological horizon for future growth opportunities. We are focused on augmented reality and virtual reality, artificial intelligence, blockchain and 5G technologies. Being on the forefront of these new, innovative technologies can help create and enable a forward-thinking culture.

Products and Services Offerings

FirstEnergy has always offered a range of products and services that bring greater comfort, convenience, security and productivity to our customers' lives. We are building on that legacy through a portfolio of offerings designed to better meet our customers' evolving preferences and expectations.

[Smartmart](#) by [FirstEnergy](#) provides a marketplace for innovative products and services that can help customers live smarter and offer greater peace of mind by helping them make more informed energy decisions.

Our marketing research team is determining the demand for, and market feasibility of, new products and marketplaces. Results from their study will further inform our strategies as we develop new products and services for our customers.



MAKING THE ENVIRONMENT BETTER

Preserving and protecting the environment is a key part of our mission and business strategy. We conduct sustainable operations designed to comply with all applicable federal, state and local laws, and we continually work to reduce our impact on the environment. We meet best-practice standards in asset construction and management, emissions control, permitted discharges, waste management, and the health, safety and general welfare of our employees and communities.



**Environmental
Policies and
Practices**



Our Climate Story



**Environmental
Compliance**



**Conservation
Practices**



**Vegetation
Management**



ENVIRONMENTAL POLICIES AND PRACTICES

FirstEnergy's Environmental group oversees a range of environmental issues, from responsibly managing waste to reducing risks to avian species. Our Environmental Policy and initiatives foster employee awareness, provide guidance, define responsibilities and outline our strategy for managing environmental impacts.

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



OUR CLIMATE STORY

We believe climate change is among the most important issues of our time, and we're committed to doing our part to ensure a bright and sustainable future for the communities we serve. Through the diligent execution of our climate strategy, we will work toward achieving carbon neutrality by 2050, which we view as a key step in meeting the climate challenge and building a sustainable energy future for the next generation. In addition, we have a responsibility to our stakeholders to proactively mitigate the company's climate change risks and capitalize on emerging opportunities in a carbon-neutral economy—all while meeting the changing needs of our diverse customer base.

Our climate strategy demonstrates our accountability to our climate position and is a major driver of our efforts to modernize our transmission and distribution systems, support widespread electrification and incorporate emerging smart technologies. Our strategy includes:

- protecting and enhancing our transmission system to enable a clean-energy and carbon-neutral future.
- building a technologically advanced distribution platform that improves grid reliability and resiliency while also enabling our company and customers to support a carbon-neutral economy through efforts such as electrification.
- committing to a thoughtful transition of our regulated coal generation fleet, while being innovative and forward-thinking as we explore near-term opportunities to reduce emissions, incorporate renewable resources and implement emerging technologies that support our company's mission. This includes a goal to own at least 50 MW of solar generation in West Virginia by 2025.
- integrating carbon pricing into our financial forecasting, advocating for regulatory and legislative policies that support our efforts toward a carbon-neutral future and driving innovative cross-functional initiatives such as our Responsible Replacement program, through which employees identify opportunities to modify our business practices and asset replacement strategies to be more environmentally responsible. These and other important corporate services objectives are integrated into the long-term planning processes for our business units to support our climate strategy.

Our GHG Goal

30%
REDUCTION
from a 2019 baseline
by 2030

and

CARBON
NEUTRAL
by 2050

As part of our climate strategy, we plan to achieve carbon neutrality by 2050, with an interim goal to reduce our companywide Scope 1 greenhouse gas (GHG) emissions 30% from our 2019 baseline by 2030. To achieve this goal, we will:

- Responsibly replace aging equipment on our transmission system, such as circuit breakers and substation buses, that contain sulfur hexafluoride (SF₆), a greenhouse gas commonly used in electric utility equipment.
- [Electrify our own vehicle fleet by committing to 100%](#) electric or hybrid vehicle purchases for our light-duty and aerial truck fleet beginning in 2021. This will result in 30% electrification of our vehicle fleet by 2030, with the goal of reaching 100% electrification by 2050.
- Utilize operational flexibilities at our generation facilities that will allow us to reach our interim 2030 goal of 30% GHG reduction while continuing to provide customers with safe and reliable electricity. In addition, we will begin a thoughtful transition away from our coal generation fleet that will help move us toward carbon neutrality by 2050.

Oversight, accountability and risk mitigation of our climate strategy and greenhouse gas reduction goal occur at the highest levels of our company, where our Board of Directors, Corporate Governance and Corporate Responsibility Board Committee, executive-level steering committee and business unit leadership guide our efforts. Additionally, employees throughout the company participate in executing our climate strategy and play a key role in helping us to meet our objectives.

We encourage you to read the details of our [Climate Strategy, Task Force on Climate-related Financial Disclosures \(TCFD\) report](#) and [Climate Report](#).



ENVIRONMENTAL COMPLIANCE

Our Approach

FirstEnergy's Environmental group employs extensive compliance programs to help prevent incidents that could jeopardize our ability to protect the air, water, land and wildlife in our service territory. FirstEnergy is subject to federal, state and local environmental regulations, including but not limited to those related to the Clean Air Act, Clean Water Act, Resource Conservation and Recovery Act, Endangered Species Act and the Coal Combustion Residual Rule.

Some of FirstEnergy's key environmental management strategies include implementation and clear communication of environmental practices; root cause analysis of incidents and companywide application of corrective actions; and field assessments designed to elevate awareness and improve risk identification.

In addition, our Environmental group works closely with organizations throughout our company during the development and planning phases of any applicable construction project to assess the need for federal, state or local permitting requirements. Obtaining the needed permits in a timely manner supports effective project execution.

Accountability and Employee Incentives

FirstEnergy manages environmental compliance through Board committee oversight and by including environmental excursions and Notice of Violations (NOV) in our Operations KPIs. Our environmental excursions and NOV 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 based on our previous year's performance, and the stretch goal is designed to encourage significant improvement in our commitment to making the environment better. The inclusion of these environmental metrics in our Operations KPIs enhances employees' awareness and attention to environmental compliance and drives continuous improvement across all areas of our business. Please see our [data tables](#) for our NOV metrics.

Environmental Programs

FirstEnergy's Environmental group maintains an extensive portfolio of environmental compliance programs.

- **Environmental Training and Awareness:** Employees of the Environmental group and generation fleet complete government required training on environmental awareness of spill prevention, stormwater management and environmental regulations. Employees in the Environmental organization also receive environmental and safety communications on

operating experience and specific regulatory topics that are published in a daily report. Supervisors are encouraged to use these communications during their pre-job briefings given to employees each morning prior to commencing any work.

- **Spill Prevention Control and Countermeasure (SPCC):** FEU's SPCC program includes a universal SPCC plan and a site-specific SPCC plan for each facility. The universal SPCC plan provides guidance for spill preparedness, prevention, reporting and cleanup.
- **Environmental Compliance Assistance Program (ECAP):** FirstEnergy uses a rigorous ECAP process to help ensure our plants and service centers follow environmental regulations and company policies, and identify best practices we can deploy companywide.
- **Environmental Threat Assessments:** These assessments conducted at sites across the company strengthen our environmental performance by identifying potential risks before they become incidents. Assessments are executed by a team of Environmental, Maintenance, Technical and Operations employees along with subject matter experts.
- **Energy Delivery Compliance Monitoring:** As part of our *Energizing the Future* program, compliance-monitoring personnel ensure our construction activities are within all permit-specific requirements. Deficiencies are sent to project managers for timely resolution.
- **Energy Delivery Permitting Program:** This initiative minimizes the environmental impacts of construction activities and daily operations. In pursuing the permits required by federal, state and local regulations, we survey sensitive environmental resources and species located in and around existing and proposed rights-of-way. Then we develop permit plans that avoid or minimize the impacts to these resources and species.
- **Environmental Management Program:** FirstEnergy uses an environmental management system called Enviance, which is a task-based, third-party notification system to help manage compliance deadlines for reporting, sampling, inspecting and permit renewals. Tasks that approach permit condition deadlines escalate to supervisors to ensure the appropriate level of resources are deployed to achieve compliance.
- **Drone Program:** FirstEnergy's Unmanned Aircraft Systems Program uses our FAA-licensed and certified pilots to perform aerial inspections and surveys using drones with high-optic cameras. This program identifies environmental risks—including those posed by nesting birds or other wildlife—as well as needed maintenance to enhance operational reliability and assess damage after a storm. Using drones is often safer, faster, more thorough and less expensive than other options. Drones also mitigate our impact on vegetation and wildlife, while decreasing worker exposure to potentially dangerous conditions by avoiding the use of helicopters and line trucks and reducing the need for climbing.



Our Commitment

FirstEnergy is committed to protecting the environment while delivering safe, reliable electricity to our customers. In keeping with our balanced, long-term approach, we're minimizing the impact of our operations while protecting wildlife and promoting conservation.

Avian Protection

We work to protect birds across our service territory through partnerships with conservation organizations and agencies.

Our most notable success is JCP&L's osprey program. In partnership with the New Jersey Environmental Protection Agency and other groups, we have successfully protected these birds from electrocutions and collisions with our equipment by relocating nesting platforms and installing deterrents to future nesting on utility structures. This collaboration has helped us inform and educate the public of our avian protection process, while providing safe nesting locations for osprey.

FirstEnergy has also long been a member of the Edison Electric Institute's Avian Power Interaction Committee. This committee brings utilities, wildlife resource agencies, conservation groups and manufacturers of avian protection products together to protect birds. We also work with avian protection and conservation organizations to expand education and environmental awareness. For example, we work with the Erie Bird Conservancy, which provides osprey platforms in our Penn Power service area, and Birds of Flight Sanctuary, which assists in the care of injured birds.

The FirstEnergy Foundation also contributes to local bird advocacy groups throughout our service area, including educational and science programs at the Hawk Mountain Sanctuary in our Met-Ed service territory.

Waste Management Efforts

We continue to find ways to minimize our waste streams and expand our refurbishment and reuse efforts. Waste streams at FirstEnergy include, but are not limited to, municipal landfill waste, universal regulated waste and hazardous waste. We track all waste generated from our operations and submit periodic reports to regulatory agencies. FirstEnergy minimizes waste through a number of concerted efforts, including the projects and programs shown below.

Eastlake Soil Project

Our Environmental group and The Illuminating Company's Mayfield Service Center joined forces to turn slurry from hydro-excavated soil (a byproduct of utility pole installation) into material suitable for beneficial reuse. When installing utility poles, we prepare holes in the ground by water-jetting soil at high pressure, resulting in a slurry byproduct. Excess slurry is removed by truck, treated (dewatered), tested and properly reused in accordance with EPA regulations.

For our Mayfield Service Center crews, this makes installing poles a zero-waste process. We are evaluating opportunities to implement the Eastlake Soil Project's process at other service centers located in The Illuminating Company and Ohio Edison service areas.

Investment Recovery Program

At our Miles Service Center in Cleveland, we manage the company's surplus assets through reuse, refurbishment, sale or disposal. Processing scrap wire and cable and participating in like-kind exchanges provides revenue to the company. Our efforts to repair or process materials and products for reuse also creates less landfill waste and mitigates our environmental impact. Please see our [data tables](#) for our investment recovery and recycling metrics.

Employee Waste Reduction Initiatives

In 2019, we launched an employee waste reduction initiative that included removing polystyrene and single-use plastics from our corporate breakrooms and food services. We also kicked off a centralized waste program at our corporate headquarters to demonstrate how employee actions—even on a small scale—can make a big difference in our environmental impact. Moving forward, we plan to expand these programs across the company.

Coal Ash Disposal

Air quality controls at FirstEnergy's coal-fired plants produce synthetic gypsum or dry Flue Gas Desulfurization material as a byproduct. This material is transported to state-of-the-art dry disposal facilities that use liners and leachate collection systems as well as extensive groundwater monitoring to ensure environmental protection. FirstEnergy is committed to meeting all requirements of the Federal Coal Combustion Residual (CCR) regulations.

Water Conservation

Our two regulated coal-fired generation plants function with 100% closed-cycle cooling systems (with cooling towers), which use 80% to 90% less water compared to once-through, open-cycle cooling systems. This has helped our regulated generation fleet avoid more than 40 billion gallons in water withdrawals every year. Minimizing water use mitigates our impact on the environment by reducing our use of an important natural resource.

Remediation and Risk Minimization

When we retire a generating plant, a Decommissioning & Demolition (D&D) team evaluates options for demolishing the plant or develops a strategic plan and schedule to place the facility in a long-term safe, secure and environmentally compliant state prior to closure, demolition and possible final site remediation.

As part of decommissioning, all unnecessary equipment and treatment processes are drained of oil and chemicals, reducing future environmental risk. All other regulated waste streams are managed in accordance with regulatory requirements. The D&D effort also includes a review that allows the facility to remain unmanned while maintaining compliance with all applicable permits and appropriate environmental safeguards.

Once decommissioning is complete, the site is turned over to our Environmental Field Operations group for required sampling and monitoring. If we decide to demolish structures, the D&D team and Supply Chain group work together to select an approved demolition contractor. The D&D team assembles a demolition team to provide project management and coordination during the demolition process, which can take up to 24 months. Scrap recovery offsets the overall demolition cost and recovered material is trucked or barged to scrap yards for reuse.

Manufactured Gas Plants

Manufactured Gas Plants (MGPs) produced "town gas" from coal, petroleum or a coal-and-oil mixture to serve a community's lighting, cooking and heating needs. Most MGPs operated between 1840 and 1950 and were dismantled and typically sold at the end of their useful life.

At our legacy MGP sites, we implement technically sound, cost-effective and prudent solutions for remediation. At MGP sites in residential areas, we have designed and implemented an innovative remedial method that significantly minimizes the community impact and shortens the remediation timeline while preserving environmental safety.



VEGETATION MANAGEMENT

Vegetation Management Group

FirstEnergy's Vegetation Management group is an innovative, industry-leading organization that advocates for and practices excellence in sustainable utility vegetation management (see our [Biodiversity Commitment](#)). Our workforce is committed to safe and compliant vegetation management practices using education, emerging technologies and industry and stakeholder collaboration.

This group manages transmission and distribution corridors to support the delivery of safe and reliable electricity while also working to make the environment better. The group uses industry best practices to create sustainable habitats on FirstEnergy's rights-of-way. Through the Integrated Vegetation Management (IVM) program, our vegetation management efforts preserve biodiversity and minimize environmental impacts on our transmission and distribution lines.

Our vegetation management staff performs inspections and approves all work conducted by vegetation management contractors. We have contracts with more than 30 companies that perform vegetation management activities on our transmission and distribution system, totaling an estimated 1,500 crews and 3,500 trained, qualified line clearance workers. All vegetation management work is performed in accordance with the American National Standards Institute's ANSI-Z133.1, ANSI-A300 Standards—vegetation management and safety standards set by the Tree Care Industry Association—and other applicable federal, state and local regulations. Additionally, forestry personnel attend industry trade conferences and maintain memberships in industry trade organizations, such as [Utility Arborist Association](#) and [International Society of Arboriculture](#). Forestry personnel also seek relevant certifications such as Registered Professional Forester, Tree Risk Assessment Qualification, Certified Tree Expert and Pesticide Licenses.

Integrated Vegetation Management (IVM)

We use IVM techniques to evaluate the transmission corridor to identify incompatible vegetation, define a vegetation control timeframe, and assess and select control options. IVM includes ecologically focused management practices that promote compatible, biodiverse and thriving plant communities for long-term vegetation maintenance. Well-managed rights-of-way provide the food and cover wildlife need to survive, improving the biodiversity of our transmission corridors. IVM also provides a unique opportunity to create pollinator-friendly habitats that sustain healthy populations of bees, butterflies and other pollinating insects.

IVM accomplishes the following:

- Lowers maintenance costs by eliminating the need to constantly mow and control grasses and vegetation under our power lines
- Discourages the growth of tall, woody vegetation and provides additional sunlight for native grasses, wildflowers and small shrubs to emerge
- Helps ensure safe and reliable electric service

In 2016, our Transmission Vegetation Management group began a LiDAR pilot project to more accurately and efficiently identify incompatible vegetation for removal. LiDAR, or Light Detection and Ranging, uses a helicopter, fixed-wing aircraft, drone or ground vehicle with a sensor that projects light particles and measures the time it takes for the light to bounce off objects and return to the sensor. Similar to how dolphins and bats use echolocation, LiDAR data can be used to create an image from light point clouds to show the height of vegetation on the transmission corridor. The pilot project has since expanded to all operating companies in 2019 and evolved into an annual project. As the technology improves, the Transmission Vegetation Management group plans to use LiDAR data for tree health identification, artificial intelligence and other initiatives aimed at enhancing safety and reliability.

Pollinator and Research Efforts

FirstEnergy's Vegetation Management group supports various pollinator initiatives and participates in collaborative research studies that help us develop sustainable vegetation management practices.

- **EPRI's Power-in-Pollinator Initiative:** Serious declines in pollinator populations, such as the European honey bee and Monarch butterfly, are causing global concern for financial, environmental, health and cultural reasons. We participate in this EPRI initiative to lead innovative, collaborative pollinator conservation with 20 other electric power companies. FirstEnergy is helping by managing and conserving the land beneath our transmission lines to attract pollinators.
- **State Game Lands 33 Project (SGL33):** The Pennsylvania SGL33 research project began in central Pennsylvania in 1953 in response to public concern about the impact of vegetation management practices on wildlife habitat along the transmission route. Today, researchers from [Penn State](#) continue to monitor and measure plant and animal biodiversity at SGL33 sites. Numerous studies have demonstrated that IVM work under transmission lines is key to the creation of a diverse plant community dominated by early successional species, including numerous grasses, sedges, forbs, pollinators, reptiles, grassland and shrub-land birds and mammals. Where early successional habitats are decreasing, rights-of-way can provide critical, sustainable habitats that numerous species rely on.
- **EPRI's Invasive Exotic Study:** We are conducting a five-year study with EPRI and the Cuyahoga Valley National Park in Northeast Ohio to study the invasive exotic plant ecology that exists in the park and along transmission rights-of-way. The study compares how different vegetation management approaches affect plant community composition and structure, with specific attention to species abundance, dynamics and control.
- **Monarch Butterfly Candidate Conservation Assurance Agreement (CCAA):** Over the past 20 years, the population of Monarch butterflies in the eastern U.S. has declined by 80%, putting the species in jeopardy. The CCAA is a voluntary, collaborative conservation agreement between energy and transportation entities and the U.S. Fish and Wildlife Service that commits resources toward butterfly-friendly management practices on utility and transportation lands. FirstEnergy is one of 30 initial organizations participating in the Monarch CCAA development, collectively managing more than 2.5 million acres of rights-of-way and other associated lands across the lower 48 states.



MAKING OUR COMMUNITIES STRONGER

Energy for a brighter future means more than delivering safe and reliable power to our service area—it's about building stronger communities where our employees, customers and their families live and work. Our efforts to support non-profit organizations; further civic, social and cultural priorities; advance an educated workforce; and promote economic development, help our company and surrounding communities to grow and flourish.



**Community
Involvement**



**Economic
Development**



**External Affairs
and Stakeholder
Engagement**



COMMUNITY INVOLVEMENT

Our Approach

For more than a century, FirstEnergy and its predecessor companies have worked to improve the quality of life in the communities we serve. Generating goodwill, transmitting knowledge, delivering support and encouraging employee volunteerism are the basis for investments we make in communities across our service territory.

Our employees help foster the development of our neighborhoods and strengthen local organizations dedicated to enriching communities and serving those in need. Through a range of coordinated efforts, FirstEnergy and its employees are dedicated to making a positive difference in our communities.

Corporate Giving and Community Outreach

We invest in transformative organizations that enhance the vitality, sustainability and diversity of the communities we serve. Our giving strategy focuses on initiatives that parallel our business interests while helping our communities and the people who live in them succeed.

We are committed to building productive relationships to address areas of need in our communities. Whether it's the [United Way](#) or a local charitable agency, our corporate contributions and philanthropic outreach are directed toward organizations and projects dedicated to improving the environmental, economic, social, educational and cultural aspects of our communities.

FirstEnergy Foundation

The FirstEnergy Foundation extends our corporate philosophy of providing community support. The Foundation's priorities are to improve the quality of life in our communities and support key safety initiatives; empower our communities' workforce development and educational initiatives; promote local and regional economic development; and support employee leadership and volunteer interests that align with our business interests.

Funded solely by FirstEnergy Corp., the FirstEnergy Foundation awarded \$54 million in grants over the past decade to qualified not-for-profit, tax-exempt organizations across our service area. These include the United Way, Habitat for Humanity, educational organizations, arts and cultural programs, and civic and economic development groups in communities where we live, work and do business.

Employee Volunteerism

Our employees donate their time and talents to assist hundreds of organizations and thousands of people each year—from volunteering at local food pantries and building affordable, energy-efficient homes to raising funds for quality health and social services. We continue to build key relationships and volunteer opportunities with organizations in our service territory and increase employee awareness of these volunteer opportunities. As we expand our efforts, our recently implemented VTO program enables us to better track and measure FirstEnergy's community outreach and impact.

SINCE 2001

\$5.6M

raised for local
food pantries

\$3.1M

donated by the
FE Foundation to match
employee contributions

1.4M

pounds of food
collected for local
food pantries

\$72M

contributed to
United Way campaigns

Matching Gifts Program

The FirstEnergy Foundation's Matching Gifts program connects employee contributions to qualifying educational, cultural, youth, civic and health and human services organizations.

Harvest for Hunger

FirstEnergy is among the largest contributors to local food banks in our communities. Every March our employees and retirees organize friendly fundraising competitions and events that support local food banks and community pantries to address growing food insecurity.

Since 2001, FirstEnergy employees have contributed 1.4 million pounds of food and raised \$5.6 million, or the equivalent of more than 40 million meals, for food pantries in our territory.

Community Involvement Centers

Located throughout our service territory, we offer seven FirstEnergy Community Involvement Centers that each provide a list of the surrounding community's needs as well as a central location where employees can donate needed items for local charities.

Educational Initiatives

Supporting STEM programs and educational initiatives in our communities is one of our giving priorities. Teachers in our communities count on our support through much-needed grants and educational materials. For years, we have lent a hand to educators through programs that promote electrical safety, career development, literacy, science, technology, engineering and math education and other initiatives. The FirstEnergy Educational Advisory Council—a panel of elementary, middle and high school teachers and administrators—helps us create and select timely and relevant educational materials that we provide to local schools and community groups. Through our SecondLIFE program, we also donate computers, monitors and other technology and resources to benefit schools and non-profit organizations.

FirstEnergy awards STEM grants of up to \$1,000 to educators and youth group leaders across our service area. Hundreds of our grants have funded projects ranging from magnetism and robotics to the physics of kites, superconductors and high-speed transportation. We also provide students with tours of our facilities and exposure to STEM-related jobs.



ECONOMIC DEVELOPMENT

When businesses grow, our communities prosper. 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 services include providing key economic indicator data to our regional partners and conducting local demographic research and economic impact studies. We also offer relocation services to companies considering moving to our region, promote urban downtown revitalizations and workforce development, and sponsor community readiness programs.

FirstEnergy has been selected as a Top Utility in Economic Development by Site Selection magazine for our efforts to facilitate third-party capital investment and jobs across our service area. The award recognizes utility companies that complement reliable power delivery to their customers with a hands-on approach to business development in their operational areas.



EXTERNAL AFFAIRS AND STAKEHOLDER ENGAGEMENT

We seek insight from various stakeholder groups to inform FirstEnergy's strategies, programs and policies on a variety of issues. Our External Affairs organization executes a comprehensive stakeholder engagement process across our service areas. Through this process, we actively discuss energy-related matters with local, state and federal policymakers, as well as consumer advocates, peer utilities, customers, investors and non-governmental organizations.

HIGHLIGHT STORIES



FirstEnergy Appoints John W. Somerhalder Vice Chairman of the FirstEnergy Board of Directors

FirstEnergy Corp. (NYSE: FE) today announced that John W. Somerhalder has been [appointed vice chairman of FirstEnergy's Board of Directors](#), effective March 1, 2021. Somerhalder will also serve as executive director and a member of FirstEnergy's executive leadership team in a transitional capacity while the company focuses on advancing its immediate strategic priorities.

As vice chairman, he will help lead efforts to rebuild trust with FirstEnergy's external stakeholders, including regulators and the financial community. In his role as executive director, Somerhalder will also serve as a member of FirstEnergy's Executive Council and support the senior leadership team's efforts to achieve its priorities and strengthen the company's governance and compliance functions during this time of unprecedented change.

Somerhalder will report to the Board, and will work closely with its members, particularly Donald T. Misheff, who continues as non-executive chairman of the Board. Christopher D. Pappas, who was appointed executive director in October 2020, will continue to serve on FirstEnergy's Board of Directors as an independent director.

"We are pleased to welcome John to FirstEnergy's Board of Directors," Misheff said. "He is a 40-year energy industry executive with extensive experience navigating complex situations. His proven expertise in driving strong corporate governance and his external perspective will help FirstEnergy navigate its current challenges and objectives."

Steven E. Strah, president and acting chief executive officer, said, "I look forward to working with John as we execute our long-term, customer-focused growth strategy and position FirstEnergy to continue delivering value for all stakeholders."

"I'm eager to begin working with Steve and the Board to help advance FirstEnergy's strategic priorities and continue to build a culture of ethics and integrity," Somerhalder said.

In 2020, Somerhalder served as interim president and chief executive officer of CenterPoint Energy, an electric and natural gas utility serving markets in several regions of the United States, and was a member of the company's Board of Directors from 2016 to 2020.

Somerhalder served as interim president and CEO of Colonial Pipeline in 2017, and as president and chief executive officer of AGL Resources from 2006 to 2015. He was chairman of the company's Board of Directors from 2007 to 2015. He began his career at El Paso Corporation, where he spent almost 30 years, rising through the ranks from an engineer to president of El Paso Pipeline Group and executive vice president of El Paso Corporation.

Somerhalder is a member of the Board of Directors of Gulfport Energy and is chairman of Atlanta BeltLine Inc., an organization leading the planning and development of the Atlanta BeltLine around the city of Atlanta.



FirstEnergy Deploys Internal Avian App to Streamline Bird Protection Efforts

FirstEnergy Corp. has deployed an app that allows [utility personnel to report avian issues in real time](#), streamlining the process to protect nesting birds and enhance electric service reliability. The app arms field workers with the ability to submit photos and answer key questions using a drop-down menu to report the locations of bird nests or other bird-related issues along the company's power lines, all from their mobile devices.

Protecting birds is nothing new to FirstEnergy. Over the past two years, the company has made great strides enhancing its avian protection efforts, including the [implementation of drones to complete bird nest inspections](#) and donation of funds and materials to [install nesting platforms](#) in areas where birds nest on electrical equipment. These ongoing efforts continue to help reduce power outages caused by nesting birds.

"Efficiently identifying and responding to bird activity along our power lines is critical to preventing service disruptions and protecting wildlife," said Amy Ruzala, an advanced scientist and in-house avian expert at FirstEnergy. "This new, all-in-one app saves our employees the time of having to return to the office to complete and submit paperwork and enables them to report issues within a few clicks from their phones."

The app – which was designed exclusively for FirstEnergy by an outside environmental firm – was recently rolled out by FirstEnergy's two electric companies with the highest level of bird activity, the Pennsylvania Power Company (Penn Power) and Jersey Central Power and Light (JCP&L). FirstEnergy plans to launch the app across its entire service area over the next year as more employees are trained to use it.

Disturbing or removing bird nests from electrical equipment and utility poles can be a complicated task due to environmental regulations. If a nest is situated on or near electrical equipment and poses a serious threat to the birds' safety and electric service reliability, FirstEnergy's environmental team works with state wildlife officials to develop a plan or course of action to remove or relocate the nests while protecting the birds. "Digital reporting through the app allows us to expedite the approval process and documents each case from start to finish so we can access the information for many years to come if needed," said Ruzala.



FirstEnergy Earns 2021 Bloomberg Gender-Equality Index Designation

For the third consecutive year, FirstEnergy Corp. (NYSE: FE) has been included in the [Bloomberg Gender-Equality Index \(GEI\)](#), recognizing its investment in gender equity in the workplace and the communities in which it operates.

The GEI uses a standardized reporting framework to measure gender equality across five pillars: female leadership and talent pipeline, equal pay and gender pay parity, inclusive culture, sexual harassment policies and factors like supply chain and community support. Companies included in the index scored at or above a global threshold established by Bloomberg to reflect a high level of disclosure and performance across the framework's five pillars.

Additionally, FirstEnergy's score in the Human Rights Campaign Corporate Equality Index (CEI) increased from 80 points in 2020 to 90 points in 2021, out of a total possible score of 100. The CEI is the national benchmarking tool for Fortune 1000 and AmLaw 200 companies on corporate policies, practices and benefits pertinent to lesbian, gay, bisexual, transgender and queer (LGBTQ) employees.

"How our employees feel when they come to work every day has tremendous impact on FirstEnergy's success. That's why we are raising the bar on workplace equity to ensure all employees feel that their contributions and opinions are valued," said Christine L. Walker, FirstEnergy's senior vice president and chief human resources officer. "We are always tracking our progress and the Bloomberg GEI and Human Rights Campaign CEI are key to helping us identify areas where we can further invest in our employees and the communities that we serve."

FirstEnergy has made significant strides in promoting workplace equity and engaging employees in making the company a top place to work with an open and inviting culture. Membership in employee business resource groups (EBRGs) continues to grow and play an important role in further embedding diversity and inclusion in FirstEnergy's culture. In the coming year, the company will offer panel discussions and expand its offering of virtual "Speak Up" sessions where employees can engage in open and honest dialogue about issues pertinent to LGBTQIA+ employees and other underrepresented groups.

Additionally, the FirstEnergy Foundation recently introduced a \$7 million "Investing with Purpose" campaign, which includes a focus on supporting organizations that advance social justice initiatives.

"The companies included in the 2021 GEI are expanding the environmental, social, governance (ESG) data universe to include gender-related data that investors are demanding today," said Peter T. Grauer, Chairman of Bloomberg. "Their commitment to disclosure is making the business case for inclusion and driving transparency in the markets."



FirstEnergy Employees Speak Up About Racial Inequity and Social Injustice

Over the past several months, a number of tragic events have put a spotlight on the racial inequalities faced by African Americans. To support employees during this time and to continue focusing on our core value of diversity and inclusion, FirstEnergy has been [hosting interactive “Speak Up” sessions](#). During these virtual discussions, employees can engage in meaningful conversations to understand how each of us is managing – personally and professionally – and identify ways we can bring about positive change.

A Safe Space to Share and Discuss

In February, our Diversity & Inclusion (D&I) team piloted the Speak Up series with a *Speak Up: Dialogue about Differences* event where employees participated in several interactive sessions and explored how the use of dialogue can help build relationships, deepen understanding and foster a culture of inclusion.

To build on a successful start and continue engaging employees who are working remotely during the COVID-19 pandemic, the D&I team partnered with our MOSaic [Employee Business Resource Group \(EBRG\)](#), a FirstEnergy EBRG serving as a resource to employees of color and allies, to host virtual forums throughout June and July to further these important conversations and discuss employee responses to the nationwide protests and other current events.

The *Speak Up: Dialogue about Racial Inequity and Social Injustice* sessions have served as a safe space where employees can have open and honest dialogue about racial inequality and social injustice, share feelings and experiences and get support. It's also an opportunity for employees to discuss how FirstEnergy can continue to further embed diversity and inclusion in its culture. The Speak Up sessions have been well received, with approximately 2,000 employees participating to date in addition to dedicated sessions held within business units.

A Commitment to Diversity & Inclusion

Our commitment to our core value of diversity and inclusion is unwavering. We encourage our employees to keep engaging in meaningful conversations about the social challenges our country is facing, as well as use peaceful actions to enact positive change. To learn more about FirstEnergy's diversity and inclusions initiatives, visit www.firstenergycorp.com/diversity.



FirstEnergy Foundation Donates \$3.4 Million to Community Organizations

The FirstEnergy Foundation has [donated more than \\$3.4 million to nearly 100 organizations](#) across its service territory as part of "Investing with Purpose," a company initiative focused on supporting organizations that advance health and safety, workforce development, educational and social justice initiatives. The grants, awarded in December 2020, represent the first round of approximately \$7 million in charitable contributions the Foundation will award as part of the program.

"Investing with Purpose" was developed in response to the COVID-19 pandemic, which created health, financial and educational hardships for customers across FirstEnergy's six-state service territory, and in response to the events of 2020 that highlighted racial and social injustices impacting our nation. With those issues in mind, FirstEnergy leaders identified philanthropic opportunities through nonprofit organizations across its service territory that are responding to needs of vulnerable populations. "Investing with Purpose" represents an additional commitment on top of the company's annual charitable giving, which averages approximately \$10 million per year.

"In light of the formidable challenges presented by the ongoing coronavirus health emergency and critical social justice work that remains at the forefront, the Foundation wanted to focus contributions in areas that would drive meaningful change in the communities we serve," said Lorna Wisham, president of the FirstEnergy Foundation and vice president of corporate affairs and community involvement for FirstEnergy. "These awards benefit new and existing nonprofit partners on the frontline of our current health and economic crisis and whose missions also reflect FirstEnergy's core values."

"Investing with a Purpose" grants were presented to organizations that support initiatives in four key areas:

- **Social Justice** – Nearly \$1.5 million was granted to social justice organizations that help advance multicultural awareness, equality and inclusion. Grants were provided to both national and local nonprofits actively assisting minority business development, LGBTQ cultural programming and other important causes, including a four-year investment with the American Heart Association to address health inequities in minority communities across FirstEnergy's entire service territory.
- **Health & Safety** – Approximately \$1.3 million was presented to organizations active in the fight against the COVID-19 pandemic and to those that provide food and shelter, disaster relief, protective equipment, financial assistance, health screenings and other important services to low-income and underserved populations. Recipients include hospitals, youth organizations, the American Red Cross, YMCAs, women's shelters and other organizations across FirstEnergy's footprint.
- **Education** – Recognizing that remote learning has become one of the most challenging factors for families during the pandemic, the Foundation granted approximately \$467,000 to organizations supporting learning initiatives, including resources for parents and teachers, and to those who are working to combat the challenge of the digital divide. Recipients include schools, libraries and community education programs, among others.
- **Workforce Development** – To assist those impacted by job loss during the pandemic and to continue to foster a viable workforce in the community, approximately \$365,000 was presented to organizations working to enhance job training, mentorship and opportunities for non-traditional workers. Grant recipients include organizations such as technical schools and programs, disability services, economic development agencies and job resource programs.

The FirstEnergy Foundation is expected to finalize distribution of the remaining grants comprising the \$7 million commitment in the first half of 2021. For a full list of "Investing with Purpose" grant recipients, visit the FirstEnergy Foundation on the company's website.



FirstEnergy Foundation Donates to Foodbanks, United Way Agencies to Assist COVID Response

The FirstEnergy Foundation is [donating \\$500,000 to 42 local food banks and hunger centers](#) in communities served by FirstEnergy Corp. (NYSE: FE) electric utility operating companies in Ohio, Pennsylvania, New Jersey, West Virginia and Maryland to help provide essential food and nutrition to those who need it the most during the COVID-19 pandemic. In addition, The FirstEnergy Foundation will accelerate approximately \$1.5 million in matching contributions to 116 United Way agencies throughout the company's service territory to help support vital health and human services organizations during these uncertain times.

"The FirstEnergy Foundation will infuse \$2 million into communities we serve to help families in need during this unprecedented crisis," said Lorna Wisham, vice president, Corporate Affairs & Community Involvement and president of the FirstEnergy Foundation. "The pandemic requires an urgent and strategic response from the philanthropic community, and fast-tracking funding to our United Way agencies for operational and program support is a way FirstEnergy can help."

The COVID-19 crisis also unfolded during FirstEnergy's annual employee Harvest for Hunger campaign. Because most fundraising activities were cancelled due to COVID-19 restrictions, the FirstEnergy Foundation is donating to local hunger centers because the need is greater than ever due to the economic fallout from this ongoing health emergency.

As part of the company's annual United Way campaign, the FirstEnergy Foundation matches employee contributions to their local agencies on a dollar-for-dollar basis. Typically, the matching funds are dispersed to the United Way agencies on a rolling basis throughout the year. Because of the current dire economic climate, accelerated payments will be made to 116 United Way agencies in the FirstEnergy footprint this week.



FirstEnergy Foundation Grants \$27,000 to Western Reserve Land Conservancy for Conservation Project

The FirstEnergy Foundation has [granted \\$27,000 to the Western Reserve Land Conservancy](#) to benefit a conservation project at Chagrin River Landing in Eastlake, Ohio. Upon completion, the 10-acre property and former marina located on Lake Shore Boulevard will be used as a public access park for handicap accessible fishing, canoeing and kayaking to the Chagrin River and Lake Erie. The Foundation's grant is the last piece in a campaign to raise funds which will help the Land Conservancy meet the project's total goal of \$386,000. Work on the project is expected to begin this fall.

"FirstEnergy Foundation is proud to support the Land Conservancy's effort to restore this area into a beautiful and functional space for the community," said Lorna Wisham, President, FirstEnergy Foundation. "In addition to providing new recreational opportunities for area residents and visitors, the park aligns with the electric industry's goal of creating habitats that promote pollinators and support the environment."

As part of the project, the City of Eastlake will demolish the existing house on-site, remove more than 20 vacant boats from the property and work with conservation partners, including the Land Conservancy and Chagrin River Watershed Partners, to restore the boat yard back to natural floodplain habitat. The city will also work with conservation partners to clean up the property, plant trees, establish a habitat for pollinators through native plantings and remove invasive species.



FirstEnergy Launches Public Safety Campaign Focused on Electrical Safety Hazards

FirstEnergy Corp. has launched its new *"Stop. Look. Live."* [safety campaign](#) to educate the public about staying safe around electricity and near FirstEnergy's power lines and equipment. The campaign encourages everyone to follow three simple steps to avoid dangerous accidental contact with electrical equipment:

- **STOP** what you're doing to consider your personal safety before working or playing around power lines or electrical equipment.
- **LOOK** around for potential hazards and ways you might come into contact with electrical equipment and identify a way to avoid the hazard.
- **LIVE** and prevent serious injury or death by taking precautions to avoid accidental contact with electrical equipment. There is nothing more important than your safety.

The campaign kicks off this week and will feature engaging and memorable initiatives to help protect targeted groups that are most at-risk of encountering safety hazards, including first-responder organizations and contractors. In addition, the campaign will feature an educational program for school children between kindergarten and 6th grade.

"At FirstEnergy, safety is a core value, and our public safety campaign is a reflection of this daily focus, extending beyond our employees and into our communities," said Laura Redenshek, director, Safety and Human Performance. "Sharing information about electrical safety is part of our broader personal commitment to working safely, following all safe work practices and recognizing that we have the power to keep each other safe."

The company-wide educational and outreach initiatives include:

- Radio spots, billboards, digital banner ads and paid social media support across FirstEnergy's six-state footprint.
- Robust direct mail, email and web-based educational resource programs that target first responders and our most at-risk contractors, including heavy equipment operators, excavators, tree trimmers and a variety of other contractors who often work near or around energized electrical equipment.
- A Stop. Look. Live. leave-behind brochure highlighting key public safety messages.

Programs launching in the future will include "Live Wire Safety Trailer" demonstrations to help educate first responders about the potential dangers of energized electrical equipment. The large trailers will feature power lines, transformers and other electric equipment as well as metal conductors, such as ladders and car doors. Demonstrations will include energizing conductors to show how electricity can travel through everyday objects.

In addition, FirstEnergy employee volunteers will visit grade schools throughout the company's service territory to present "Live Wire Safety School" which includes a safety video featuring Max Safety, FirstEnergy's fictional employee spokesperson whose mission is to minimize danger and maximize safety. For more information about FirstEnergy's public safety campaign, including safety tips, the Max Safety school educational video and updates on upcoming educational programs, visit www.firstenergycorp.com/publicsafety.



FirstEnergy Named to DiversityInc 2020 Top Utilities and Board of Directors Lists

For the second consecutive year, FirstEnergy Corp. has been [recognized by DiversityInc](#) as one of the top six utilities in the nation for its workforce diversity and inclusion initiatives, moving up one spot this year from fifth to fourth place. In addition, the company ranked eight out of 11 on the inaugural DiversityInc list of Top Companies for Board of Directors.

Each year, DiversityInc evaluates companies based on survey responses that detail the makeup of their workforce, talent programs, leadership accountability, workplace practices, philanthropy and supplier diversity. An overall Top 50 list is developed from the survey data, and subsets of the same data are used to determine several specialty lists, including utilities.

New to the DiversityInc specialty lists for 2020 is the Top Companies for Board of Directors. To determine the Board of Directors list, DiversityInc considered the diversity of each company's board of directors, as well as participation of diverse members on key committees, such as governance and compensation.

"FirstEnergy's selection for two of DiversityInc's lists this year is a testament to our unwavering commitment to our core value of diversity and inclusion," said Christine L. Walker, FirstEnergy's senior vice president and chief human resources officer. "We will continue to further embed diversity and inclusion in FirstEnergy's culture, allowing us to better serve our customers and shareholders and provide a rewarding work experience for all employees."

FirstEnergy continues to build momentum in its diversity and inclusion efforts. The company's [employee business resource groups \(EBRGs\)](#) are growing and playing a key role in engaging employees and creating an inclusive environment. Additionally, the company has focused on enhancing its hiring, recruiting and talent development processes to center around diversity and inclusion and give employees greater transparency into the talent management process.

Earlier this year, FirstEnergy was named to [Forbes magazine's Best Employers for Diversity 2020](#) list, as well as to the [Bloomberg Gender-Equality Index \(GEI\)](#) for the second consecutive year. Additionally, FirstEnergy received a score of 80 out of 100 for its initiatives to support LGBTQ employees in the company's first year participating in the [Human Rights Campaign's 2020 Corporate Equality Index](#).



FirstEnergy Named to Forbes' Best Employers for Diversity 2020 List

FirstEnergy Corp. has been named to Forbes magazine's [Best Employers for Diversity 2020 list](#), recognizing the company's efforts to develop a diverse workforce. Forbes partnered with market research firm Statista to identify America's top 500 employers for diversity through a survey where employees offered their perceptions on the topics of age, gender equality, ethnicity, disability, LGBTQ+ and general diversity concerning their own employer.

"Developing a diverse workforce reflective of the communities we serve and fostering a work environment where all employees are encouraged to be their authentic selves makes us a stronger and more successful company," said Christine L. Walker, FirstEnergy's senior vice president and chief human resources officer. "It is an honor to be recognized by Forbes for our commitment to diversity in the workplace."

This designation by Forbes is among the recent recognition FirstEnergy has received for its commitment to diversity in the workplace. The company was also named to the [Bloomberg Gender-Equality Index \(GEI\)](#) for the second consecutive year, and received a score of 80 out of 100 for its initiatives to support LGBTQ employees in the company's first year participating in the [Human Rights Campaign's 2020 Corporate Equality Index](#).

FirstEnergy has made significant strides to further embed diversity and inclusion in its culture. Through an annual survey that measures employee perceptions of diversity and inclusion, an increased number of employees indicated that they feel comfortable voicing their opinions openly. Together with initiatives such as [employee business resource groups \(EBRGs\)](#), enhanced hiring, recruiting and development processes that focus on diversity and inclusion, and a formal mentoring program, the company continues to engage employees in its efforts to make FirstEnergy a top place to work with an inviting and open culture.



FirstEnergy Pledges to Achieve Carbon Neutrality by 2050

Aligned with its mission to help build a brighter and more sustainable future for the communities it serves, FirstEnergy Corp (NYSE:FE) today announced a [pledge to achieve carbon neutrality by 2050](#). The company also set an interim goal for a 30% reduction in greenhouse gases within the company's direct operational control by 2030, based on 2019 levels.

"We believe climate change is among the most important issues of our time," said President and Acting Chief Executive Officer Steven E. Strah. "We will help address this challenge by building a more climate-resilient energy system and supporting the transition to a carbon-neutral economy. Our ambitious new carbon goal and comprehensive climate strategy are fully aligned with our regulated business strategy and support our commitments to our customers, communities and investors, as well as environmental stewardship."

FirstEnergy's comprehensive Climate Position and Strategy Statement outlines the company's aggressive, business-wide plans to mitigate risks from climate change, reduce greenhouse gas emissions, and enable its customers and communities to thrive in a carbon-neutral economy. Actions to achieve these goals include:

- Hardening its transmission and distribution systems to reduce the physical risks of climate change
- Replacing conventional utility trucks with electric and hybrid vehicles and responsibly replacing other aging equipment that emits greenhouse gasses
- Reducing emissions at its small regulated generation fleet, while preparing for the transition away from coal-fired power in West Virginia by 2050
- Supporting renewable and distributed energy resources, including seeking approval in 2021 to construct a solar generation source of at least 50 megawatts in West Virginia
- Utilizing advanced technology to enable customers to manage their energy use
- Integrating carbon pricing into financial forecasting
- Empowering employees to identify opportunities that drive environmental responsibility

Oversight, accountability and risk mitigation for the climate policy will be provided by an executive steering committee in partnership with the Board and company leadership.

In 2015, FirstEnergy announced plans to achieve a 90% reduction in carbon dioxide (CO₂) emissions from 2005 levels by 2045. To date, the company has reduced CO₂ emissions by approximately 80% by implementing new technologies and retiring or transferring generation assets. The new goals represent a significant expansion of this target and reflect FirstEnergy's transformation to a fully regulated utility.



FirstEnergy Power Upgrades Support New EV Battery Plant in Lordstown, Boost Local Economic Growth

Construction is underway on a new FirstEnergy Corp. (NYSE: FE) transmission substation in Trumbull County, Ohio, to [support the energy demands of the area's rapidly expanding electric vehicle \(EV\) industry](#). The work is also expected to help reduce the frequency and duration of power outages experienced by Ohio Edison customers in the area.

The new transmission infrastructure, which includes construction of a short, high-voltage line along with the substation, will provide electric service to Ultium Cells LLC – an EV battery-cell manufacturing plant jointly backed by General Motors and South Korea's LG Chem. The company's 3 million-square-foot facility is expected to bring approximately 1,000 jobs to the area. In addition to supporting Ultium Cells, the new substation and line will strengthen the regional transmission system and benefit more than 15,000 Ohio Edison customers in Lordstown and neighboring communities.

As part of the \$19.6 million project, utility crews completed the foundation work and erected steel structures at the new substation in Lordstown. In addition, crews are completing construction of a half-mile power line to connect the new substation to an existing 138-kV line located nearby. Such ties offer a backup power feed that will help keep the lights on for customers if wires or equipment on their regular line are damaged or need to be taken out of service.

"With the EV industry bringing new employment and business development opportunities to the Mahoning Valley, FirstEnergy and Ohio Edison are keeping pace by upgrading our system to meet the growing demand for safe and reliable power," said Ed Shuttleworth, regional president of Ohio Edison and Penn Power. "This is an exciting time for EV development in our region and the entire country, and we're proud to support work to help advance this industry while strengthening our system for customers in the area."

Additional work, which includes constructing a third, new high-voltage line in Lordstown, is planned in April to accommodate Ultium Cells' projected future energy needs and provide further reliability enhancements for customers.

FirstEnergy and Ohio Edison continue to play a key role in the region's development by working to ensure the local power grid is ready to support the demands of other energy-intensive customers in the county including Lordstown Motors Corp. and a massive distribution facility owned by TJX Companies, parent of TJ Maxx, Marshalls and HomeGoods. Utility personnel have spent the past year making improvements to infrastructure in the area to help ensure safe and reliable electric service when the companies are ready to start production.



FirstEnergy Receives Industry Recognition for Outage Restoration Efforts

For the 15th consecutive year, FirstEnergy Corp. (NYSE: FE) has earned [recognition for its emergency response efforts](#) from the Edison Electric Institute (EEI), a leading electric industry organization. FirstEnergy earned both the "Emergency Recovery Award" for safely and efficiently restoring service to more than 800,000 of its New Jersey and Pennsylvania customers following Tropical Storm Isaias and the "Emergency Assistance Award" for its efforts to help Entergy with restoration efforts in Texas and Louisiana following Hurricane Laura, both of which occurred in August 2020.

"Over the past year, many of our nation's electric companies and their customers have endured historic storms and wildfires and other significant weather-related events," said EEI President Tom Kuhn. "Working around the clock to restore power safely and quickly to customers and deploying mutual assistance crews to support impacted companies are hallmarks of the electric power industry. When disasters strike, impacted and neighboring electric companies are quick to assess damage and to respond and assist with restoration."

"When severe weather impacts our customers, we have well developed storm restoration plans that are quickly implemented to reduce their outage time and keep them safe," said Sam Belcher, senior vice president of FirstEnergy and president of FirstEnergy Utilities. "This award recognizes the efforts of our crews in the field who worked safely around the clock in difficult, and sometimes hazardous, conditions to help our customers and the customers of our partner utilities."

On August 4, Tropical Storm Isaias passed swiftly through New Jersey and eastern Pennsylvania, pouring down up to 7" of rain and battering the region with wind gusts exceeding 65 mph. A massive restoration effort was launched that ultimately included more than 9,000 line workers, hazard responders, damage assessors and other support staff from FirstEnergy companies, contractors, and assisting utilities. Repairs included replacing more than 700 utility poles, 600 transformers and other equipment, and approximately 71 miles of wire. The joint effort restored service to 85% of affected customers within 3 days of the start of the storm, with more than 99% of customers restored by August 10.

On the evening of August 26, Hurricane Laura made landfall in Texas and Louisiana. The category 4 hurricane brought extreme winds, storm surge and flash flooding along the northwest Gulf Coast. More than 500 line workers, forestry crews and support personnel from eight of FirstEnergy's utilities were deployed to the most damaged areas to support service restoration for Entergy, who was part of FirstEnergy's mutual assistance effort for Tropical Storm Isaias just weeks earlier. FirstEnergy is a member of multiple electric utility mutual-assistance groups that work cooperatively to restore service to customers when a natural disaster causes large-scale power outages. Mutual assistance allows utilities to pool their resources to help restore power to customers faster.

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. The awards were presented January 14, 2021, during the winter EEI Board of Directors and CEO meeting.



Grid Modernization Work Underway to Enhance Service Reliability for Ohio Edison Customers

Ohio Edison, a subsidiary of FirstEnergy Corp., is completing upgrades to its electric system in the area that are expected to enhance electric service reliability for 193,000 customers in [Trumbull and Mahoning counties](#). The work includes installing more than 500 new utility poles and replacing 11 miles of existing power lines with thicker, more durable wire designed to withstand severe weather elements and tree debris. The work includes the creation of additional circuit ties, where adjacent distribution lines are interconnected so power can be re-routed to customers from another source if a line is damaged, resulting in faster power restoration.

Customers also will benefit from installation of more than 20 new automated reclosing devices that can help restore power to customers within seconds in the event of a power outage. These electrical devices allow utility personnel to automatically restore service to customers rather than sending a crew to investigate, which is especially helpful in rural or hard-to-access areas.

"We are committed to providing the highest quality of electric service to the communities we serve," said Ed Shuttleworth, regional president of Ohio Edison and Penn Power. "This work to modernize our distribution system is necessary to meet the growing energy demands of our customers for many years to come."

Part of Ohio Edison's Grid Modernization Plan, a three-year investment approved by the Public Utilities Commission of Ohio (PUCO) to modernize the electric distribution system in Ohio, the work began in March and is expected to be completed by the end of 2020. In addition to Ohio Edison's distribution system upgrades, the company plans to install about 72,000 smart meters in Trumbull County by the end of 2022, primarily in the Warren and Kinsman areas. Most of the installs are expected to begin early next year and continue through early 2022. This step toward a more modernized electric system will enable automated meter readings and may enhance the company's ability to respond to outages faster and more efficiently.

FirstEnergy's Ohio utilities, including Ohio Edison, have developed a comprehensive smart meter plan that was approved by the PUCO to identify several locations throughout the company's service area that will benefit from these efforts in the most cost-effective manner.



JCP&L Donates More Than 83,000 Pounds of Food Following Tropical Storm Isaias

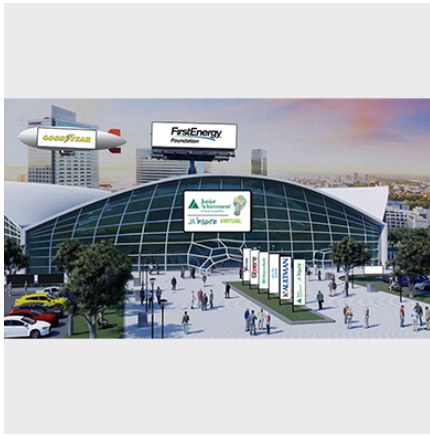
Jersey Central Power & Light (JCP&L), a subsidiary of FirstEnergy Corp., recently [donated more than 83,000 pounds of food](#) items to 10 food banks and religious organizations in New Jersey and Pennsylvania following Tropical Storm Isaias. The items had been purchased to feed thousands of utility workers who assisted in restoring service to approximately 800,000 customers after the storm severely impacted the region. JCP&L's donation was supplemented by an additional FirstEnergy Foundation contribution of \$50,000 to benefit food banks in the region.

Delivery of fresh vegetables, beverages, dairy products, meats and frozen goods from JCP&L staging site locations to organizations in Monmouth, Ocean, Union, Morris, Sussex, Hunterdon and Warren counties in New Jersey and Northampton County in Pennsylvania was completed on August 17. The donation of approximately \$71,000 worth of food can provide approximately 100,000 meals for families in need. Combined with the FirstEnergy Foundation donation, area food banks received more than \$120,000 in local community support from the company following Tropical Storm Isaias recovery efforts.

"Our storm restoration efforts require a massive operation behind the scenes to support workers who come to New Jersey to help restore service to our customers," said Jim Fakult, President, JCP&L. "We are pleased to be able to use the surplus resources from our staging sites and the donation from the FirstEnergy Foundation to help local families put food on their tables during these difficult times."

The following organizations received food items donated by JCP&L:

- Lunch Break Food Pantry Soup Kitchen (Monmouth County)
 - Triumphant Life Church (Monmouth County)
 - Good Hope Baptist Church (Monmouth County)
 - HIS Praise Ministries (Ocean County)
 - Fulfill Food Bank (Monmouth and Ocean counties)
 - Community Food Bank of New Jersey (Union County)
 - Interfaith Food Pantry (Morris County)
 - NORWESCAP Food Bank (Warren, Hunterdon and Sussex counties)
 - Children's Home of Easton (North Hampton County, Pennsylvania)
 - Second Harvest Food Bank (North Hampton County, Pennsylvania)
-



Junior Achievement and FirstEnergy Foundation Partner to Build Brighter Futures

Junior Achievement of North Central Ohio (NCO) and FirstEnergy Foundation are teaming up to help young people take their first [steps toward their careers through JA Virtual Inspire](#), an online, interactive career exploration fair for students in grades 7-12.

Set to launch March 10, 2021, the program's aim is to help students, some of whom may not have the resources to do so on their own, take the first steps in deciding a career path at a crucial time in their development. Currently more than 15,000 students from 60 schools (in 11 counties, including Richland, Stark, Summit and Wayne) are registered to participate. In addition, over 60 area companies and trade organizations, including ten universities, will host virtual booths at the event.

"Whether in a 7th grade English class or a 10th grade economics class, a simple but vital question of our students resurfaces time and again: what do you want to be when you grow up?" said Lori McCleese, president of Junior Achievement of North Central Ohio. "We tell our youth to dream big and shoot for the stars, but often they don't even know what stars are there in the first place."

To prepare for JA Virtual Inspire and jumpstart career ideas, students will complete activities ahead of the event, including a career assessment, learning soft skills and developing a career plan. Videos and interactive content allow students to connect their current interests and talents to potential career paths.

"Our original goal was to have 10,000 students and 50 companies participate in this event with a vision of exposing students to the different ways they can build a successful career and life right here in our region," said McCleese. "We are thrilled that our schools and business partners see the benefit of a career exploration event. Employers need to build their future talent streams and students are craving quality educational experiences. With the strong support of FirstEnergy Foundation and local businesses, we believe we can help deliver both."

FirstEnergy Foundation's financial support of JA Virtual Inspire was part of the Foundation's "Investing with Purpose" campaign, which donated \$3.4 million to organizations focused on supporting organizations that advance health and safety, workforce development, educational and social justice initiatives across FirstEnergy's service territory.

"From the beginning, our goal has been to help those who have been impacted most significantly by the COVID-19 pandemic," said Lorna Wisham, president of FirstEnergy Foundation. "Junior Achievement's mission directly aligns with our efforts to help bridge the digital divide and provide support for programs which may have otherwise been lost without in-person events. As a former member of JA, I know first-hand how important access to these programs are for student development."



Ohio Edison Begins LED Streetlight Installations Near The University of Akron

In partnership with the City of Akron and The University of Akron, Ohio Edison, a subsidiary of FirstEnergy Corp., has begun [installing 252 new LED streetlights in the South Exchange Street Corridor neighborhood](#), south of the University of Akron. The project will improve visibility for motorists and pedestrians in the area, which is largely home to university students. The project is expected to be complete by the end of May.

"We're pleased to see the first new LED streetlights being installed here today, and we appreciate the city and Ohio Edison including this neighborhood where so many UA students reside, as part of the initiative," said University of Akron President Gary L. Miller. "This project, which will create a more appealing and secure environment for all residents, is the kind of win-win collaboration that the University is eager to engage in and support."

The new LED streetlights are more efficient, have a longer service life and provide brighter, higher-quality light output that meaningfully improves visibility after dark. They also accommodate newer technologies that can be added in the future to increase safety, including motion sensors and cameras.

"Communities across the FirstEnergy service areas in Ohio and elsewhere have noticed substantial improvements in visibility and security where LED streetlighting has been installed," said Ohio Edison President Edward Shuttleworth. "We are pleased to be able to work with the City of Akron and The University of Akron to bring these improvements to the South Exchange Street Corridor."

The City has already made a similar investment in LED streetlights in the Copley Road corridor, as part of the "Great Streets Initiative" program. In addition to the work near the University of Akron, ten other Akron neighborhood centers also will receive LED streetlights through this initiative in the coming years.

"The South Exchange Street Corridor neighborhood remains the lifeblood of the University of Akron's off-campus community," said Akron Mayor Daniel Horrigan. "This neighborhood serves as a hub for student activities, with shops and restaurants that draw the neighborhood together. Where the lights are brighter, residents feel safer, and we're pleased today to start making this a brighter, more inviting space for our students to live, work, shop and learn."



Penn Power Partners with Erie Bird Observatory to Protect Nesting Birds, Prevent Power Outages

As part of its ongoing efforts to [protect nesting birds and prevent power outages](#), Penn Power, a subsidiary of FirstEnergy Corp. (NYSE: FE), has partnered with the Erie Bird Observatory for the second year in a row to install a nesting platform on top of a 55-foot wooden pole in Greenville, Mercer County. This proactive work will discourage ospreys from nesting on utility poles when they return to the area in the coming weeks.

Over the past two years, the FirstEnergy Foundation has donated a total of \$10,000 to the Erie Bird Observatory to fund the construction of nesting platforms across western Pennsylvania. In recent years, Penn Power has worked with the organization to install seven nesting platforms adjacent to utility poles that have experienced high levels of osprey activity.

“We’ve experienced a significant spike in the osprey population over recent years, and we anticipate this year will be no different since the birds typically return to the same nesting sites as the year before,” said Amy Ruszala, an environmental scientist and avian expert at FirstEnergy. “Our goal is to not only remove unoccupied osprey nests that are situated on our utility poles, but also take action to prevent the birds from making new nests on our equipment.”

Birds of prey, like ospreys, often seek out tall structures including electric transmission towers and poles to build their nests, which can measure up to three feet in width. These nesting habits often place the birds near energized electrical equipment – jeopardizing their well-being and potentially causing power outages.

Because ospreys prefer to nest near bodies of water, the new 5-square-foot wooden nesting platform was installed on top of an existing utility pole that previously served as a prime nesting habitat for the birds on Werner Road along the Shenango River. Last year, the company installed three nesting platforms near the Route 18 causeway over the Shenango River Lake in Mercer County and in Hartstown, Crawford County.

“We are proud to partner with Penn Power to have these nest structures in place before the ospreys return to the area in late March and take up nesting this spring,” said Sarah Sargent, executive director and founder of the Erie Bird Observatory. “Our partnership is a win-win because it helps keep the nesting birds safe and also benefits electric customers.”

Protecting birds is nothing new to Penn Power. The company has made great strides enhancing its avian protection efforts, including the implementation of drones to complete bird nest inspections and deployment of a mobile app that allows utility personnel to report avian issues in real time, streamlining the process to protect nesting birds and enhance electric service reliability. These ongoing efforts continue to help reduce power outages caused by nesting birds.

Utility personnel also worked closely with FirstEnergy’s environmentalists and state wildlife officials to remove nests from substations and transmission towers while the birds were south for the winter. Ospreys are a month away from the onset of their breeding season and will lay their eggs between April and July.



Potomac Edison Installs First EV Fast Charging Stations in Maryland

Potomac Edison, a subsidiary of FirstEnergy Corp. (NYSE: FE), has completed installation of four [electric vehicle \(EV\) fast-charging stations](#) in Hancock and McHenry, the first such units the company has installed in its Maryland service area.

Fast-charging stations, also known as direct-current fast chargers (DCFC), can provide an 80% charge for most vehicles in less than an hour, enabling drivers to recharge during the day or on a break. Earlier this month, Potomac Edison installed two of these stations at Joseph Hancock Primitive Park in Hancock, and in late December the company installed two fast-charging stations at the Deep Creek Lake Information Center in McHenry.

Potomac Edison also installed Level 2 charging stations, which can accommodate two vehicles for simultaneous charging and deliver 8 to 24 miles of range per hour of charging, at the Deep Creek Information Center and at the Rail Trail Municipal Parking Lot in Hancock in December.

The new stations are part of Potomac Edison's EV Driven pilot program, a five-year Maryland Public Service Commission-approved program designed to benefit the state's environment by reducing auto emissions and support Maryland's goal to reach 300,000 zero-emission vehicles on the road by 2025. Over the course of the program, Potomac Edison will install 59 charging stations, including 20 fast-charging stations, across its seven-county Maryland territory.

"We're very pleased to have installed our first electric vehicle fast-charging stations in Maryland and excited about the progress we have made in expanding the charging station network," said James A. Sears, Jr., president of FirstEnergy's Maryland operations. "We look forward to building on this positive momentum in 2021 as we install additional charging stations across our service territory and continue to support Maryland's efforts toward electric vehicle adoption throughout the state."

Over the last two months, in addition to the fast-charging stations, Potomac Edison has completed new dual port Level 2 stations in Boonsboro, Cumberland, Keedysville, New Market and Oakland. To date, Potomac Edison has installed 16 charging stations at the following locations:

- Boonsboro: Boonsboro Town Hall, 15 North Main St.
- Cumberland: Allegany College, 12401 Willowbrook Road
- Cumberland: Liberty Street Parking, 40 North Liberty St.
- Frederick: MARC Station, 155 B and O Ave.
- Frostburg: Parish Hall Parking Lot, 16 Uhl St.
- Hancock: Joseph Hancock Primitive Park, 159 West Main St. (two stations)
- Hancock: Rail Trail Municipal Parking Lot, 77 West Main St.
- Keedysville: Keedysville Library, 22 Taylor Drive
- McHenry: Deep Creek Lake Information Center, 2 Vacation Way (three stations)
- McHenry: Garrett College, 687 Mosser Road
- Middletown: Middletown Municipal Parking, 119 Washington St.
- New Market: New Market Town Hall, 40 South Alley
- Oakland: Oakland Municipal Parking, 108 East Oak St.

Electric vehicles offer a clean, efficient alternative to gasoline-powered vehicles, averaging as low as one-third the cost-per-mile of gasoline. Depending on the battery capacity, EV driving range can vary from about 80 miles up to 280 miles or more. The installation of public charging stations through the EV Driven program will help reduce "range anxiety" for EV owners, as well as provide key data to help determine future implementation efforts throughout Maryland and other areas served by FirstEnergy's utilities.

Potomac Edison is also offering rebates for both residential and non-residential charger installations. Residential customers of Potomac Edison in Maryland are eligible for rebates of \$300 for the installation of EV charging stations at their homes and can also earn additional rewards for using their chargers during off-peak hours. Multifamily property owners can receive a rebate of up to \$5,000 for the installation of charging stations within Potomac Edison's service territory. For more information, please visit www.evdrivenpe.com.



Potomac Edison Installs New Substation Fencing to Prevent Animal Intrusions

Potomac Edison, a subsidiary of FirstEnergy Corp. (NYSE: FE), has [installed new interior fencing](#) at an Allegany County substation to help deter climbing animals and protect against electrical equipment interference that can cause power outages. The fencing was installed at the Thomas Street substation in Cumberland, around the 433-foot perimeter of the equipment, to help keep electricity safely flowing to customers while keeping animals out of harm's way.

Next to weather-related damage, animal intrusions are the most common cause of substation outages. Unlike other types of animal traps and deterrents, the special fencing installed by Potomac Edison prevents a wide range of climbing animals – including squirrels, raccoons, opossums, cats, frogs and others – from accessing the substation equipment and discourages them from trying again. Squirrels and other climbing animals have a highly developed memory that enables them to remember locations for food, warmth and shelter. With one brief contact with a fence panel, animals learn that a substation is not a welcoming location to visit and typically avoid it in the future.

"Equipment interference from an animal intrusion can cost thousands of dollars in damage and require hundreds of labor hours to repair as well as causing extended outages for customers," said James A. Sears, Jr., president of FirstEnergy's Maryland operations. "This special fencing is an economical solution to prevent these types of service disruptions in the future."

The Cumberland substation serves nearly 3,800 customers in Allegany County. Potomac Edison has installed this special fencing at 17 substations across its service territory since 2014 and has seen a sharp decline in substation outages due to animals as a result. The company reviews outage patterns across its footprint to determine the best locations for interior substation fencing.



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Stakeholder Engagement		
102-40	List of Stakeholder Groups	External Affairs and Stakeholder Engagement
102-41	Collective Bargaining Agreements	Data Table: Social
102-42	Identifying and Selecting Stakeholders	External Affairs and Stakeholder Engagement
102-43	Approach to Stakeholder Engagement	External Affairs and Stakeholder Engagement
Reporting Practices		
102-45	Entities Included in the Consolidated Financial Statements	10-K , Item 1A, The Companies, p. 1–3
102-46	Defining Report Content and Topic Boundaries	ESG Reports and Resources
102-47	List of Material Topics	Materiality
102-48	Restatements of Information	There have been no restatements of information.
102-49	Changes in Reporting	ESG Reports and Resources
102-50	Reporting Period	This report covers content from 2019.

102-51	Date of Most Recent Report	ESG Reports and Resources
102-52	Reporting Cycle	Annual
102-53	Contact Point for Questions Regarding the Report	ESG Reports and Resources
102-54	Claims of Reporting in Accordance with the GRI Standards	This report references the 2016 GRI Standards.
102-55	GRI Content Index	ESG Reports and Resources
102-56	External Assurance	The data in this report has not been externally assured.

Specific Standard Disclosures

GRI Indicator	Description	Location
Economic Standards		
GRI 203: Indirect Economic Impacts		
103-1	Material Topic and Its Boundary	Economic Development
103-2	Management Approach	Economic Development
103-3	Evaluation of Management Approach	Economic Development
203-1	Infrastructure Investments and Services Supported	Emerging Technologies Transmission and Distribution
203-2	Significant Indirect Economic Impacts	Community Involvement Economic Development
Environmental Standards		
GRI 302: Energy		
103-1	Material Topic and Its Boundary	Energy Efficiency
103-2	Management Approach	Energy Efficiency
103-3	Evaluation of Management Approach	Energy Efficiency
302-1	Energy Consumption	Data Table: Environmental
GRI 303: Water		
103-1	Material Topic and Its Boundary	Conservation Practices
103-2	Management Approach	Conservation Practices
103-3	Evaluation of Management Approach	Conservation Practices
303-1	Water Withdrawal by Source	Data Table: Environmental
GRI 305: Emissions		
103-1	Material Topic and Its Boundary	Our Climate Story Climate Report — 2019
103-2	Management Approach	Our Climate Story Climate Report — 2019
103-3	Evaluation of Management Approach	Our Climate Story Climate Report — 2019
305-1	Direct Scope 1 Emissions	Data Table: Environmental
305-2	Indirect Scope 2 Emissions	Data Table: Environmental

305-3	Other Indirect Scope 3 Emissions	Data Table: Environmental
305-4	GHG Emission Intensity	Data Table: Environmental
305-5	Reduction of GHG Emissions	Our Climate Story Climate Report — 2019
305-6	Emissions of Ozone Depleting Substances	Data Table: Environmental
305-7	Nitrogen Oxides (NOx), Sulfide Oxides (SOx) and other Significant Emissions	Data Table: Environmental
GRI 307: Environmental Compliance		
103-1	Material Topic and Its Boundary	Environmental Compliance
103-2	Management Approach	Environmental Compliance
103-3	Evaluation of Management Approach	Environmental Compliance
307-1	Non-Compliance with Environmental Laws and Regulations	Data Table: Environmental
Social Standards		
GRI 401: Employment		
103-1	Material Topic and Its Boundary	Talent Management Labor Relations
103-2	Management Approach	Talent Management Labor Relations
103-3	Evaluation of Management Approach	Talent Management Labor Relations
401-1	New Employee Hires and Employee Turnover	Data Table: Social
401-2	Benefits Provided to Full-time Employees that are Not Provided to Temporary or Part-time Employees	Data Table: Social
GRI 403: Occupational Health and Safety		
103-1	Material Topic and Its Boundary	Safety
103-2	Management Approach	Safety
103-3	Evaluation of Management Approach	Safety
403-2	Types of Injury, Injury Rate (IR), Occupational Disease Rate (ODR), Lost Day Rate (LDR), Absentee Rate (AR) and Work-related Fatalities, for All Employees and Other Non-employee Workers Whose Work, or Workplace, is Controlled by the Organization	Safety Data Table: Social
GRI 404: Training and Education		
103-1	Material Topic and Its Boundary	Talent Management
103-2	Management Approach	Talent Management
103-3	Evaluation of Management Approach	Talent Management
404-1	Average Hours of Training that the Organization's Employees Have Undertaken During the Reporting Period	Data Table: Social
404-2	Programs for Upgrading Employee Skills and Transition Assistance Programs	Talent Management

GRI 405: Diversity and Equal Opportunity		
103-1	Material Topic and Its Boundary	Diversity and Inclusion
103-2	Management Approach	Diversity and Inclusion
103-3	Evaluation of Management Approach	Diversity and Inclusion
405-1	Diversity of Governance Bodies and Employees	Diversity and Inclusion
GRI 413: Local Communities		
103-1	Material Topic and Its Boundary	Community Involvement
103-2	Management Approach	Community Involvement
103-3	Evaluation of Management Approach	Community Involvement
413-1	Percentage of Operations with Implemented Local Community Engagement, Impact Assessments and/or Development Programs	Community Involvement



ESG REPORTS AND RESOURCES

About Our Corporate Responsibility Reporting

December 2020 – To ensure our Corporate Responsibility website reflects our mission to be a forward-thinking electric utility and demonstrates our commitment to increased transparency and engagement with investors, customers and external stakeholders, we have refreshed the content for our most relevant company initiatives. Going forward, we plan to update this website twice annually (spring and fall) to ensure the information remains current and responsive to our stakeholders.

April 2020 – FirstEnergy completed a data update for calendar year 2019, excluding numbers associated with FirstEnergy Solutions (now known as Energy Harbor). The 2019 data update included content in alignment with the Sustainability Accounting Standards Board (SASB) Standard for the Electric Utilities & Power Generators sector.

For additional information, please contact:

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Forward-Looking Statements

Forward-Looking Statements: This website includes forward-looking statements 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 results of our ongoing internal investigation and evaluation of our controls framework, the extent and duration of COVID-19 and the impacts to our business, operations and financial condition resulting from the outbreak of COVID-19 including, but not limited to, disruption of businesses in our territories, volatile capital and credit markets, legislative and regulatory actions, the effectiveness of our pandemic and business continuity plans, the precautionary measures we are taking on behalf of our customers, contractors and employees, our customers' ability to make their utility payment and the potential for supply-chain disruptions; the risks and uncertainties associated with government investigations regarding Ohio House Bill 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; legislative and regulatory developments, including, but not limited to, matters related to rates, compliance and enforcement activity; mitigating exposure for remedial activities associated with retired and formerly owned electric generation assets, including, but not limited to, risks associated with the decommissioning of TMI-2; the ability to accomplish or realize anticipated benefits from strategic and financial goals, including, but not limited to, executing our transmission and distribution investment plans, controlling costs, improving our credit metrics, strengthening our balance sheet and growing earnings and maintaining financial flexibility; economic and weather conditions affecting future operating results, such as a recession, significant weather events and other natural disasters, and associated regulatory events or actions in response to such conditions; changes in assumptions regarding 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; changes in customers' demand for power, including, but not limited to, the impact of climate change or energy efficiency and peak demand reduction mandates; changes in national and regional economic conditions affecting us and/or our major industrial and commercial customers or others with which we do business; the risks associated with cyber-attacks and other disruptions to our 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 comply with applicable reliability standards and energy efficiency and peak demand reduction mandates; changes to environmental laws and regulations, including, but not limited to, those related to climate change; changing market conditions affecting the measurement of certain liabilities and the value of assets held in our pension trusts and other trust funds, or causing us to make contributions sooner, or in amounts that are larger, than currently anticipated; labor disruptions by our unionized workforce; changes to significant accounting policies; any changes in tax laws or regulations, or adverse tax audit results or rulings; 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; actions that may be taken by credit rating agencies that could negatively affect either our access to or terms of financing or our financial condition and liquidity; and the risks and other factors discussed from time to time in our 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. The foregoing factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements and risks that are included in our filings with the SEC, including but not limited to the most recent Annual Report on Form 10-K and any subsequent Quarterly Reports on Form 10-Q and Current Reports on Form 8-K. 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 expressly disclaims any current intention to update or revise, except as required by law, any forward-looking statements contained herein as a result of new information, future events or otherwise.