

# Employee, Environmental, Social and Governance Data Tables



## Environmental

	2020	2021	2022
<b>Energy</b>			
<b>Owned Nameplate Generation Capacity: Megawatt (MW)</b>			
Coal	3,082	3,082	3,082
Hydroelectric	697	487	0
<b>Owned Gross Generation: Megawatt-Hour (MWh)</b>			
Coal	17,287,579	18,073,459	18,398,665
Hydroelectric	250,463	50,010	0
<b>Owned Net Generation (MWh)</b>			
Coal	15,953,647	16,702,649	17,012,345
Hydroelectric	-91,795	-15,326	0
<b>Purchased Net Generation (MWh)</b>			
Total Wholesale Electricity Purchased <sup>1</sup>	45,634,720	47,527,068	53,770,947
<b>Emissions</b>			
<b>GHG Emissions: Metric Tons (MT CO<sub>2</sub>e/net MWh)</b>			
Scope 1 <sup>2,3,4</sup>			
Stationary Combustion	14,519,279	15,785,373	16,401,242
Mobile Sources	50,881	46,770	47,072
Fugitive Emission (SF <sub>6</sub> )	134,518	81,702	87,311
Scope 2 <sup>3</sup>			
Location-Based Method	1,068,434	1,263,267	874,650
Market-Based Method	1,100,888	1,390,858	886,450
Scope 3			
Fuel and Energy-Related Activities	28,230,946	30,262,689	31,804,539

<sup>1</sup>MWh purchased is netted against megawatt hours sold for Mon Power.

<sup>2</sup>Excludes emissions from natural gas and other fuels used in boilers to provide heating to facilities.

<sup>3</sup>Excludes emissions from the leakage of refrigerants to provide cooling to office facilities.

<sup>4</sup>Excludes emissions from stagnant piles of coal sitting prior to use in stationary combustion.

## Environmental

	2020	2021	2022
Waste Emissions	18,168	19,296	18,752
Business Travel	8,584	7,903	7,156
<b>Other Air Emissions (MT)</b>			
Total Nitrogen Oxide (NO <sub>x</sub> ) Emissions	9,676	10,218	11,175
Total Sulfur Dioxide (SO <sub>2</sub> ) Emissions	11,335	11,422	17,822
Total Mercury (Hg) Emissions	0.03	0.03	0.06
<b>Emissions Intensity (lbs. CO<sub>2</sub>e/net MWh)</b>			
Power Deliveries to Customers of FirstEnergy's Operating Companies <sup>5</sup>	925	983	936
<b>Emissions (MT CO<sub>2</sub>e/net MWh)</b>			
Owned Generation CO <sub>2</sub> e Emissions Intensity	0.915	0.946	0.964
<b>Water</b>			
<b>Fresh Water Resources Volume (Megaliters/Year)</b>			
Total Withdrawals	66,405	66,798	64,116
Generation Fresh Surface Water Withdrawals	36,519	35,980	34,613
Total Discharges	50,460	50,481	51,037
Total Consumption	15,946	16,317	12,200
Number of Water Permit Non-Compliance Events with Fines	3	1	1

<sup>5</sup> FirstEnergy's operating companies purchase all of their electricity for resale to customers from the PJM market. Therefore, the resource mix used to calculate carbon emissions for electricity purchased from a FirstEnergy operating company is effectively the resource mix for the PJM market during the reporting period. For additional information, please visit [EEI's customer-based emissions intensity website](#).

<sup>6</sup> Global greenhouse gas emissions data from the United Nations Environment Programme (2020)—Emissions Gap Report 2020. Data includes land use change.

## Environmental

	2020	2021	2022
<b>Waste</b>			
<b>Waste Products (MT)</b>			
Non-Hazardous Industrial Waste Generated	6,838	9,738	15,441
Non-Hazardous Municipal Waste Generated	13,739	9,525 <sup>7</sup>	10,015 <sup>7</sup>
Hazardous Waste Disposed	14	12	6
Coal Combustion Residuals (CCR) Generated	2,447,628	2,784,615	2,761,340
Percent CCR Recycled (%)	21.4	19.9	21.0
Total CCR Impoundments	1	1	1
<b>Environmental Compliance</b>			
Number of Notice of Violations (NOVs) and Environmental Excursions	3	10	3

<sup>7</sup> Does not include wood.

## Social

	2020	2021	2022
<b>Customers, Community and Economic Impact</b>			
<b>Reliability Performance</b>			
Transmission Outage Frequency (TOF)	0.35	0.31	.34
System Average Interruption Duration Index (SAIDI)	160.47	172.23	206.95
System Average Interruption Frequency Index (SAIFI)	1.14	1.22	1.28
Customer Average Interruption Duration Index (CAIDI)	141.36	141.36	161.28
Customer Average Interruption Frequency Index (CAIFI)	1.85 <sup>1</sup>	1.85 <sup>1</sup>	1.91 <sup>1</sup>
<b>Customer Service Metrics</b>			
First Contact Resolution (%)	67.7	65.0	62.4
Customer Satisfaction (%)	78.5	77.5	82.0
Customer Effort Score (%)	79.6	77.4	76.0
Number of Residential Customer Electric Disconnections for Non-Payment	22,655	148,580	175,077
<b>Customer Contact Center Metrics: Millions (M)</b>			
Number of Customer Transactions	36.0	44.0	39.4
Number of Customer Calls	5.9	6.3	6.3
<b>Supply Chain</b>			
Total Supplier Spend (\$M)	3,030	2,605	3,116
Number of Tier 1 Suppliers	4,536	3,450	3,844
Amount Spent with Diverse Suppliers (\$M)	482	336	385
Percent Diverse Supplier Spend (%)	15.90	12.90	12.40
Amount Spent with Local Suppliers (\$M)	1,579	1,278	1,480
Local-Based Supplier Spend (%)	52.0	49.1	47.5
<b>Retail Electric Customer Count at End of Year</b>			
Residential	5,407,958	5,428,121	5,446,307
Commercial (including streetlight customers)	737,197	741,701	744,683
Industrial	23,004	22,268	23,087

<sup>1</sup> CAIFI numbers exclude major events.

## Social

	2020	2021	2022
<b>Electric Distribution Deliveries (MWh)</b>			
Total Electricity Delivered to Residential Customers	54,978	55,625	55,995
Total Electricity Delivered to Commercial Customers (including streetlight customers)	34,811	35,599	36,317
Total Electricity Delivered to Industrial Customers	52,034	54,027	55,169
<b>Average Retail Electrical Rate: Cents / Kilowatt Hour (kWh)</b>			
Commercial			
Ohio	9.83¢	9.79¢	9.85¢
Pennsylvania	9.40¢	8.69¢	10.30¢
New Jersey	12.50¢	12.84¢	12.56¢
West Virginia	9.19¢	9.34¢	9.78¢
Maryland	9.93¢	10.16¢	12.65¢
Industrial			
Ohio	5.99¢	5.78¢	5.71¢
Pennsylvania	5.98¢	5.86¢	9.33¢
New Jersey	9.65¢	9.88¢	11.27¢
West Virginia	6.03¢	6.09¢	6.25¢
Maryland	9.19¢	8.42¢	11.84¢
Residential			
Ohio	11.54¢	11.56¢	12.06¢
Pennsylvania	13.03¢	12.43¢	13.27¢
New Jersey	15.02¢	15.61¢	13.81¢
West Virginia	5.98¢	11.87¢	12.62¢
Maryland	12.56¢	10.65¢	12.80¢

## Social

	2020	2021	2022
<b>Average Monthly Electric Bill for Residential Customers</b>			
500 kWh			
Ohio	\$63.06	\$68.13	\$74.86
Pennsylvania	\$70.24	\$72.86	\$81.39
New Jersey	\$70.89	\$73.85	\$60.53
West Virginia	\$64.93	\$66.92	\$75.34
Maryland	\$70.65	\$74.71	\$73.51
1,000 kWh			
Ohio	\$116.93	\$126.33	\$141.67
Pennsylvania	\$129.65	\$134.28	\$153.74
New Jersey	\$153.18	\$156.77	\$142.16
West Virginia	\$118.45	\$122.08	\$138.04
Maryland	\$133.47	\$141.74	\$138.89
<b>Transmission and Distribution: Circuit Miles</b>			
Transmission	24,035	24,074	24,080
Distribution	272,531	273,295	274,518
<b>FirstEnergy Foundation (\$M)</b>			
FirstEnergy Foundation Giving	7.21	5.98	9.19
<b>Investing in the Future</b>			
Incremental Annual Electricity Savings from Energy Efficiency Measures (MWh)	1,013,955	391,284	584,961
Incremental Annual Investment in Electric Energy Efficiency Programs (\$M)	125	71	122
Percent of Total Electric Customers with Smart Meters (end of year)	39	45	45

## Employee

	2020			2021			2022		
<b>Workforce</b>									
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of Employees <sup>2</sup>	9,335	2,655	11,990	9,293	2,656	11,949	9,382	2,664	12,046
Employee Percentage	77.9%	22.1%	100.0%	77.8%	22.2%	100.0%	77.9%	22.1%	100%
Military Status Employee Percentage	7.4%	0.5%	7.9%	7.3%	0.5%	7.8%	7.4%	.5%	7.9%
Percentage of Minorities in Total Workforce							6.4%	4.0%	10.4%
<b>Full-Time and Part-Time (%)</b>									
Full-Time Employees				77.8%	22.1%	99.9%	77.9%	22.0%	99.8%
Part-Time Employees				0.0%	0.1%	0.1%	0.03%	0.14%	0.17%
<b>Employees by Generation (%)<sup>3</sup></b>									
Boomer	19.1%	6.6%	25.7%	16.5%	5.9%	22.4%	13.4%	5.1%	18.5%
Gen X	27.7%	8.7%	36.4%	27.8%	9.0%	36.8%	28.0%	9.1%	37.1%
Millennial	28.3%	6.3%	34.6%	29.5%	6.7%	36.2%	31.2%	7.2%	38.4%
Gen Z	2.7%	0.5%	3.2%	4.0%	0.7%	4.7%	5.3%	.8%	6.1%
<b>Race/Ethnicity (%)<sup>3</sup></b>									
White/Non-Hispanic			89.9%	71.6%	18.1%	89.7%	71.5%	18.1%	89.6%
Racially/Ethnically Diverse			10.1%	6.2%	4.1%	10.3%	6.4%	4.0%	10.4%
Asian				0.6%	0.4%	1.0%	0.8%	0.4%	1.2%
Black/African American				2.9%	2.5%	5.4%	2.8%	2.4%	5.2%
Hispanic/Latino				2.0%	0.75%	2.75%	2.1%	0.8%	2.8%
Native American				0.2%	0.1%	0.3%	0.2%	0.1%	0.3%
Native Hawaiian/Pacific Islander				0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Two or More Races				0.5%	0.4%	0.9%	0.6%	0.4%	1.0%

<sup>2</sup> Number of Employees excludes employees on Long-Term Disability, students and temporary employees.

<sup>3</sup> Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic/Latino and Native Hawaiian/Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category. Generations' year of birth: Boomer is <1943–1964, Gen X is 1965–1980, Millennial is 1981–1996 and Gen Z is 1997 >. Demographic information is based on employee voluntary self-identification. LGBTQ+ is an acronym for lesbian, gay, bisexual, transgender and queer or questioning. IWD is an acronym for individuals with disabilities. Veteran includes employees who self-identify with the performance of duty on a voluntary or involuntary basis in the Armed Forces and can include active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, part-time duty service in the Reserve and/or National Guard, active Reserve, inactive Reserve, retired military and veteran status.

## Employee

	2020			2021			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>FirstEnergy Leadership</b>									
Executive/Senior Level Officials <sup>4</sup>	41	10	51	39	12	51	36	13	49
Employees in Leadership <sup>5</sup>	1,522	360	1,882	1,495	375	1,870	1,434	345	1,779
Leadership Percentage	80.9%	19.1%	100.0%	79.9%	20.1%	100.0%	80.6%	19.4%	100%
<b>Leadership: Race/Ethnicity (%)</b>									
White/Non-Hispanic			91.8%	73.5%	17.1%	90.6%	74.5%	16.6%	91.1%
Racially/Ethnically Diverse			8.2%	6.4%	3.0%	9.4%	6.1%	2.8%	8.9%
Asian				0.9%	0.3%	1.2%	0.8%	0.2%	1.0%
Black/African American				2.5%	1.7%	4.2%	2.5%	1.7%	4.2%
Hispanic/Latino				2.1%	0.6%	2.7%	1.7%	0.5%	2.2%
American Indian/Alaska American				0.3%	0.0%	0.3%	0.3%	0.0%	0.3%
Native Hawaiian/Pacific Islander				0.1%	0.0%	0.1%	0.1%	0.0%	0.1%
Two or More Races				0.6%	0.3%	0.9%	0.7%	0.4%	1.1%
<b>Percent of Our Workforce (%)<sup>3</sup></b>									
LGBTQ+				0.4%	0.3%	0.7%	0.4%	0.4%	0.8%
Individuals With Disabilities (IWD)			3.9%	2.3%	1.6%	3.9%	2.4%	1.7%	4.1%
Protected Veterans	4.9%	0.2%	5.1%	4.9%	0.2%	5.1%	4.9%	0.2%	5.1%
<b>Labor Relations (%)</b>									
Employees Represented by a Union	39.9%	4.2%	44.1%	39.7%	3.8%	43.5%	38.4%	3.3%	41.7%

<sup>3</sup> Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category. Generations' year of birth: Boomer is <1943–1964, Gen X is 1965–1980, Millennial is 1981–1996, Gen Z is 1997 >. Demographic information is based on employee voluntary self-identification. LGBTQ+ is an acronym for lesbian, gay, bisexual, transgender and queer or questioning. IWD is an acronym for individuals with disabilities. Veteran includes employees who self-identify with the performance of duty on a voluntary or involuntary basis in the Armed Forces and can include active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, part-time duty service in the Reserve and/or National Guard, active Reserve, inactive Reserve, retired military and veteran status.

<sup>4</sup> Executives/Senior Level Leadership defined as Leadership Council for Executive/Senior Level Officials.

<sup>5</sup> Defined Leadership as positions such as Leadership Council, Director, Manager, or Supervisor.



## Employee

	2020			2021			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Hiring</b>									
Internal Hires (%)			39%			22%			34%
External Hires (%)			61%			78%			66%
Number of Military Hires			61	42	2	44	69	3	72
<b>Turnover</b>									
Employee Exits	432	135	567	529	187	716	619	237	856
Employee Turnover (%)	3.6%	1.1%	4.7%	4.4%	1.6%	6%	5.1%	2%	7.1%
<b>Voluntary Turnover</b>									
Employee Voluntary Exits (%)	0.7%	0.4%	1.1%	1.2%	0.7%	1.9%	1.6%	0.9%	2.5%
Racially/Ethnically Diverse Employees (Within Group %)			2.2%	2.7%	2.6%	5.3%	2.8%	2.9%	5.7%
White/Non-Hispanic Employees (Within Group %)			0.9%	1.04%	0.45%	x%	1.5%	0.7%	2.2%
<b>Involuntary Turnover</b>									
Employee Involuntary Exits (%)	0.5%	0.2%	0.7%	0.6%	0.2%	0.8%	0.4%	0.1%	0.5%
Racially/Ethnically Diverse Employees (Within Group %)			1.3%	0.9%	0.8%	1.7%	0.6%	0.5%	1.1%
White/Non-Hispanic (Within Group %)			0.6%	0.6%	0.1%	0.7%	0.4%	0.1%	0.5%
<b>Retirement</b>									
Employee Retirements (%)	2.4%	0.6%	3.0%	2.6%	0.7%	3.3%	3.1%	0.9%	4.1%
Racially/Ethnically Diverse Employees (Within Group %)			2.4%	2.1%	0.9%	3.0%	2.8%	1.6%	4.4%
White/Non-Hispanic (Within Group %)			3.1%	2.7%	0.7%	3.4%	3.1%	0.9%	4.0%

## Employee

	2020	2021	2022
<b>Employee Development</b>			
Number of Tracked Hours of Employee Training	367,263	496,734	554,003
Number of Employees Who Received Education Assistance Reimbursement	232	271	238
Amount Distributed for Employee Education Assistance Reimbursement (\$)	765,183	832,226	799,847
Number of Recruitment Partnerships and Programs	32	32	30
<b>Employee Volunteerism</b>			
Hours of Employee Volunteer Time Off (VTO) Used	16,141	25,632	19,976
Employees who Used VTO (%)	15	22	17
<b>Power Systems Institute</b>			
Graduates Who Are Line and Substation Employees (%)	57	57	64
Cumulative Number of Graduates Hired	2,170	2,359	2,486
Hire Rate (%)	95	97	97
Number of Graduates in Leadership Roles	79	94	108
<b>Safety Metrics</b>			
Recordable Incident Rate	0.70	0.93	1.14
Lost-Time Case Rate	0.17	0.30	.46
Days Away, Restricted or Transferred (DART) Rate	0.36	0.56	.72
Life-Changing Events	0	0	0

## Governance

	2020	2021	2022
<b>FirstEnergy Board of Directors</b>			
Total Board of Directors/Trustees	10	16	11
Women Board of Directors/Trustees	3	3	3
Minority Board of Directors/Trustees	3	5	4
Percent Diverse (%)	28	31	36
Board Meetings Held	16	19	18
<b>Financials</b>			
Total Revenues (\$M)	10,790	11,132	12,459
Basic Earnings per Share (GAAP) (\$)	1.99	2.35	.71
Operating Earnings per Share (Non-GAAP) (\$)	2.39	2.60	2.41
Dividends Paid per Common Share	1.56	1.56	1.56