

Employee, Environmental, Social and Governance Data Tables



Environmental

	2021	2022	2023
Energy			
Owned Nameplate Generation Capacity: Megawatt (MW)			
Coal	3,082	3,082	3,082
Hydroelectric	487	0	0
Owned Gross Generation: Megawatt-Hour (MWh)			
Coal	18,073,459	18,398,665	16,872,328
Hydroelectric	50,010	0	0
Owned Net Generation (MWh)			
Coal	16,702,649	17,012,345	15,560,555
Hydroelectric	-15,326	0	0
Purchased Net Generation (MWh)			
Total Wholesale Electricity Purchased ¹	47,527,068	53,770,947	48,931,914
Emissions			
GHG Emissions: Metric Tons (MT CO_{2e})			
Scope ^{1,2,3,4}			
Stationary Combustion	15,785,373	16,401,242	15,088,854
Mobile Sources	46,770	47,072	37,593
Fugitive Emission (SF ₆)	81,702	87,311	80,316

¹ MWh purchased is netted against megawatt hours sold for Mon Power.

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

³ Excludes emissions from the leakage of refrigerants to provide cooling to office facilities.

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

Environmental

	2021	2022	2023
Emissions			
GHG Emissions: Metric Tons (MT CO₂e)			
Scope 2 ^{1,2}			
Location-Based Method	1,263,267	874,650	1,101,421
Losses related to Transmission & Distribution ³			1,048,373
Company Facility Usage ³			53,048
Market-Based Method	1,390,858	886,450	1,381,759
Losses related to Transmission & Distribution ³			1,320,179
Company Facility Usage ³			61,580
Scope 3			
Purchased Goods / Services and Capital goods ³			1,304,109
Fuel and Energy-Related Activities	30,262,689	31,804,539	22,077,705 ⁴
Waste Emissions	19,296	18,752	19,362
Business Travel	7,903	7,156	6,675
Other Air Emissions (MT)			
Total Nitrogen Oxide (NO _x) Emissions	10,218	11,175	9,082
Total Sulfur Dioxide (SO ₂) Emissions	11,422	17,822	16,358
Total Mercury (Hg) Emissions	0.03	0.06	0.05
Emissions Intensity (lbs. CO₂e/net MWh)			
Power Deliveries to Customers of FirstEnergy's Operating Companies ⁴	983	936	733
Emissions (MT CO₂e/net MWh)			
Owned Generation CO ₂ e Emissions Intensity	0.946	0.964	0.970

¹Excludes emissions from natural gas and other fuels used in boilers to provide heating to facilities.

²Excludes emissions from the leakage of refrigerants to provide cooling to office facilities.

³2023 is the first year calculating or reporting number.

⁴2023 calculations removes emissions related to owned generation

⁵FirstEnergy'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](#).

Environmental

	2021	2022	2023
Waste			
Waste Products (MT)			
Non-Hazardous Industrial Waste Generated	9,738	15,441	30,078
Non-Hazardous Municipal Waste Generated	9,525 ¹	10,015 ¹	10,328 ¹
Hazardous Waste Disposed	12	6	5
Coal Combustion Residuals (CCR) Generated	2,784,615	2,761,340	2,374,460
Percent CCR Recycled (%)	19.9	21.0	20.0
Total CCR Impoundments	1	1	1
Environmental Compliance			
Number of Notice of Violations (NOVs) and Environmental Excursions	10	3	11
Water			
Fresh Water Resources Volume (Megaliters/Year)			
Total Withdrawals	66,798	64,116	60,197
Generation Fresh Surface Water Withdrawals	35,980	34,613	31,299
Total Discharges	50,481	51,037	49,414
Total Consumption	16,317	12,200	10,783
Number of Water Permit Non-Compliance Events with Fines	1	1	11

¹ Does not include wood.

Social

	2021	2022	2023
Customers, Community and Economic Impact			
Reliability Performance			
Transmission Outage Frequency (TOF)	.31	.34	.29
System Average Interruption Duration Index (SAIDI)	172.23	206.95	189.57
System Average Interruption Frequency Index (SAIFI)	1.22	1.28	1.12
Customer Average Interruption Duration Index (CAIDI)	141.36	161.28	169.66
Customer Average Interruption Frequency Index (CAIFI)	1.85 ¹	1.91 ¹	1.91 ¹
Customer Service Metrics			
First Contact Resolution (%)	67.7	65.0	60.6
Customer Satisfaction (%)	78.5	77.5	78.0
Customer Effort Score (%)	79.6	77.4	74.0
Number of Residential Customer Electric Disconnections for Non-Payment	22,655	148,580	173,273
Customer Contact Center Metrics: Millions (M)			
Number of Customer Transactions	36.0	44.0	38.1
Number of Customer Calls	5.9	6.3	6.1
Supply Chain			
Total Supplier Spend (\$M)	2,605	3,116	3,704
Number of Tier 1 Suppliers	3,450	3,844	3,826
Amount Spent with Diverse Suppliers (\$M)	336	385	465
Percent Diverse Supplier Spend (%)	12.9	12.4	13.0
Amount Spent with Local Suppliers (\$M)	1,278	1,480	1,663
Local-Based Supplier Spend (%)	49.1	47.5	45.0
Retail Electric Customer Count at End of Year			
Residential	5,428,121	5,446,307	5,472,307
Commercial (including streetlight customers)	741,701	744,683	749,202
Industrial	22,268	23,087	22,316

¹ CAIFI numbers exclude major events.

Social

	2021	2022	2023
Electric Distribution Deliveries (MWh)			
Total Electricity Delivered to Residential Customers	55,625	55,995	52,216
Total Electricity Delivered to Commercial Customers (including streetlight customers)	35,599	36,317	34,891
Total Electricity Delivered to Industrial Customers	54,027	55,169	55,541
Average Retail Electrical Rate: Cents / Kilowatt Hour (kWh)			
Commercial			
Ohio	9.79¢	9.85¢	11.57¢
Pennsylvania	8.69¢	10.30¢	13.59¢
New Jersey	12.84¢	12.56¢	13.96¢
West Virginia	9.34¢	9.78¢	10.73¢
Maryland	10.16¢	12.65¢	17.27¢
Industrial			
Ohio	5.78¢	5.71¢	7.75¢
Pennsylvania	5.86¢	9.33¢	10.39¢
New Jersey	9.88¢	11.27¢	12.68¢
West Virginia	6.09¢	6.25¢	7.06¢
Maryland	8.42¢	11.84¢	16.07¢
Residential			
Ohio	11.56¢	12.06¢	14.67¢
Pennsylvania	12.43¢	13.27¢	16.79¢
New Jersey	15.61¢	13.81¢	15.39¢
West Virginia	11.87¢	12.62¢	13.74¢
Maryland	10.65¢	12.80¢	15.16¢

Social

	2021	2022	2023
Average Monthly Electric Bill for Residential Customers			
500 kWh			
Ohio	\$68.13	\$74.86	\$95.52
Pennsylvania	\$72.86	\$81.39	\$95.69
New Jersey	\$73.85	\$60.53	\$85.90
West Virginia	\$66.92	\$75.34	\$76.68
Maryland	\$74.71	\$73.51	\$91.06
1,000 kWh			
Ohio	\$126.33	\$141.67	\$182.48
Pennsylvania	\$134.28	\$153.74	\$180.58
New Jersey	\$156.77	\$142.16	\$186.75
West Virginia	\$122.08	\$138.04	\$140.60
Maryland	\$141.74	\$138.89	\$173.95
Transmission and Distribution: Circuit Miles			
Transmission	24,074	24,080	24,114
Distribution	273,295	274,518	275,760
FirstEnergy Foundation (\$M)			
FirstEnergy Foundation Giving	5.98	9.19	5.88
Investing in the Future			
Incremental Annual Electricity Savings from Energy Efficiency Measures (MWh)	391,284	584,961	652,208
Incremental Annual Investment in Electric Energy Efficiency Programs (\$M)	71	122	121
Percent of Total Electric Customers with Smart Meters (end of year)	45	45	50

Employee

	2021	2022	2023
Workforce			
Employees by Generation (%)¹			
Boomer	22.4%	18.5%	13.4%
Gen X	36.8%	37.1%	36.4%
Millennial	36.2%	38.4%	40.9%
Gen Z	4.7%	6.1%	9.3%
Special Interest groups (%)¹			
LGBTQ+	0.7%	0.8%	1.1%
Individuals With Disabilities (IWD)	3.9%	4.1%	4.1%
Protected Veterans	5.1%	5.1%	7.9%
Labor Relations (%)			
Employees Represented by a Union	43.5%	41.7%	43.3%

For more cross-sectional workforce data, please refer to our EEO-1 Report

¹ 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.

Employee

	2021	2022	2023
Hiring			
Internal Hires (%)	22%	34%	35%
External Hires (%)	78%	66%	65%
Number of Military Hires	44	72	89
Turnover			
Employee Exits	716	856	1,131
Employee Turnover (%)	6%	7.1%	10%
Voluntary Turnover			
Employee Voluntary Exits (%)	1.9%	2.5%	2.4%
Racially/Ethnically Diverse Employees (Within Group %)			15%
White/Non-Hispanic Employees (Within Group %)			85%
Involuntary Turnover			
Employee Involuntary Exits (%)	0.8%	0.5%	1.3%
Racially/Ethnically Diverse Employees (Within Group %)			25%
White/Non-Hispanic (Within Group %)			75%
Retirement			
Employee Retirements (%)	3.3%	4.1%	6.4%
Racially/Ethnically Diverse Employees (Within Group %)			8%
White/Non-Hispanic (Within Group %)			92%

Employee

	2021	2022	2023
Employee Development			
Number of Tracked Hours of Employee Training	496,734	554,003	672,530
Number of Employees Who Received Education Assistance Reimbursement	271	238	216
Amount Distributed for Employee Education Assistance Reimbursement (\$)	832,226	799,847	703,888
Employee Volunteerism			
Hours of Employee Volunteer Time Off (VTO) Used	25,632	19,976	20,907
Employees who Used VTO (%)	22	17	22
Safety Metrics			
Recordable Incident Rate	0.93	1.14	1.22
Lost-Time Case Rate	0.30	.46	.50
Days Away, Restricted or Transferred (DART) Rate	0.56	.72	.74
Life-Changing Events	0	0	0

Governance

	2021	2022	2023
FirstEnergy Board of Directors			
Total Board of Directors/Trustees	16	11	10
Women Board of Directors/Trustees	3	3	4
Minority Board of Directors/Trustees	5	4	5
Percent Diverse (%)	31	36	36
Board Meetings Held	19	18	11
Financials			
Total Revenues (\$M)	11,132	12,459	12,870
Basic Earnings per Share (GAAP) (\$)	2.35	.71	1.92
Operating Earnings per Share (Non-GAAP) (\$)	2.60	2.41	2.56
Dividends Paid per Common Share	1.56	1.56	1.58