

Environment, Social and Governance Data Tables

Note About the Report: Unless otherwise noted, all data provided in this report include numbers associated with FES, its affiliates and FENOC. In addition, while data that are publicly reported and/or reported to regulatory agencies are from 2018, other content included in this report includes 2019 information.

Environment

	2016	2017	2018
Owned Nameplate Generation Capacity (MW)			
Coal	9,406	9,406	9,270
Natural Gas	1,327	1,327	545
Nuclear	4,048	4,048	4,048
Petroleum	179	179	59
Hydroelectric	1,410	1,410	1,410
Total Net Generation (MWh)			
Coal	47,277,978	42,028,983	34,240,820
Natural Gas	4,967,409	4,104,592	0
Nuclear	32,036,962	32,999,296	32,944,220
Petroleum	-3,382	-4,920	45,239
Hydroelectric	-511,925	-596,012	-115,190
Air Emissions			
Total Owned Generation CO ₂ e Emissions (MT)	46,333,442	42,354,899	32,748,805
Fugitive CO ₂ e Emissions of Sulfur Hexafluoride (MT)	102,882	119,182	120,587
Total NO _x Emissions (MT)	39,936	39,456	34,207
Total SO ₂ Emissions (MT)	40,599	32,094	31,810
Total Hg Emissions (kg)	124.7	119.8	83.6

Environment

	2016	2017	2018
Emissions Intensity (MT/net MWh)			
Owned Generation CO ₂ e Emissions Intensity	0.553	0.539	0.488
Indirect Greenhouse Gas Emissions (MT)			
CO ₂ e Emissions from Business Travel	13,383	13,645	10,506
Fresh Water Resources (million cubic meters)			
Generation Water Withdrawals—Fresh Surface Water	1,734	1,663	1,299
Generation Water Withdrawals—Municipal Water	0.06	0.00	0.00
Generation Water Consumption	128.2	155.0	149.3
Generation Water Discharged	1,609	1,511	1,152
Waste Products (MT)			
Percent of Coal Combustion Products Beneficially Used	26%	55%	34%
Non-Hazardous Industrial Waste Generated (MT)	48,799	7,833	44,178
Non-Hazardous Municipal Waste Generated (MT)	13,262	10,322	10,387
Hazardous Waste Disposed (MT)	73	163	487
Compliance			
Notice of Violations (NOVs) and Environmental Excursions	5	10	5
Air Permit Non-Compliance Events	2	2	3
Air Permit Non-Compliance Events With Fines	1	1	2
Water Permit Non-Compliance Events	1	1	7
Water Permit Non-Compliance Events With Fines	0	0	0

MW: Megawatt
MWh: Megawatt hours
MT: Metric Tons

Social

	2016	2017	2018
Investing in the Future			
Total Annual Capital Expenditures (\$M)	\$2,972	\$2,751	\$2,983
Incremental Annual Electricity Savings from EE Measures (MWh)	676,571	1,330,680	1,627,000
Incremental Annual Investment in Electric EE Programs (\$M)	\$139	\$139	\$162
Percent of Total Electric Customers with Smart Meters (at end of year)	13%	23%	33%
Retail Electric Customer Count at End of Year (in thousands)			
Commercial	731	734	736
Industrial	20	20	19
Residential	5,307	5,333	5,355
Average Retail Electrical Rate (Cents per kWh Rate)¹			
Commercial			
Ohio	11.92¢	10.59¢	10.40¢
Pennsylvania	10.34¢	9.39¢	9.36¢
New Jersey	13.66¢	13.55¢	13.20¢
West Virginia	8.95¢	9.43¢	9.44¢
Maryland	11.41¢	11.07¢	10.45¢
Industrial			
Ohio	7.25¢	7.45¢	6.89¢
Pennsylvania	7.06¢	5.86¢	7.20¢
New Jersey	11.45¢	10.73¢	11.37¢
West Virginia	6.30¢	6.67¢	6.58¢
Maryland	10.92¢	10.58¢	8.80¢
Residential			
Ohio	13.06¢	12.34¢	12.14¢
Pennsylvania	13.56¢	13.32¢	13.52¢
New Jersey	15.90¢	15.72¢	15.47¢

Social

	2016	2017	2018
West Virginia	10.72¢	11.61¢	11.60¢
Maryland	13.91¢	14.10¢	13.38¢
Typical Monthly Electric Bill for Residential Customers²			
Ohio			
The Illuminating Company	\$87.24	\$91.01	\$98.79
Ohio Edison	\$88.50	\$91.45	\$98.42
Toledo Edison	\$89.34	\$93.61	\$101.08
Pennsylvania			
Met-Ed	\$117.30	\$129.18	\$126.77
Penelec	\$132.60	\$150.21	\$145.69
Penn Power	\$118.11	\$131.02	\$127.66
West Penn Power	\$109.46	\$117.54	\$114.65
New Jersey			
Jersey Central Power and Light	\$92.66	\$91.75	\$86.39
West Virginia			
Mon Power	\$109.89	\$112.48	\$110.22
Potomac Edison	\$109.89	\$112.48	\$110.22
Maryland			
Potomac Edison	\$103.96	\$108.25	\$105.41
Transmission and Distribution (Circuit Miles)			
Transmission Lines	24,551	24,493	24,506
Distribution Lines	272,763	276,555	277,284
Employee Data			
Total Number of Employees	15,707	15,617	14,970
Percent of Employees Represented by a Union	44%	43%	45%
Percent Diverse Hires	44%	32%	37%

Social

	2016	2017	2018
Percent of Total Employee Turnover	5%	6%	9%
Tracked Hours of Employee Training	765,000	841,000	820,800
Military Hires	93	87	81
Employee Safety Metrics³			
Recordable Incident Rate	0.59	0.99	0.80
Lost-Time Case Rate	0.18	0.29	0.25
Days Away, Restricted, or Transferred (DART) Rate	0.32	0.50	0.45
Life-Changing Events	N/A	N/A	0.00
Work-Related Fatalities	0	2	0
Reliability Performance			
TOF	0.390	0.408	0.377
SAIDI	136.2	155.0	156.6
SAIFI	1.10	1.14	1.17
CAIDI	123.4	135.5	134.2
Customer Service Metrics (in percentages)			
First Contact Resolution	57.7	59.8	64.4
Customer Satisfaction	73.0	72.6	75.7
Customer Effort Score	N/A	72.6	77.1
FirstEnergy Foundation (\$M)			
FirstEnergy Foundation Giving	\$5.80	\$6.60	\$8.40
STEM Grants	\$0.07	\$0.07	\$0.07
Supply Chain			
Total Supplier Spend (\$M)	\$3,295	\$3,289	\$3,772
Diverse Supplier Spend %	6.52%	5.22%	7.26%
Local-Based Supplier Spend %	33.35%	32.61%	33.76%

¹ For entire state, not only FE companies

² Average residential monthly usage in OH and NJ of 750 kWh and all other states are 1,000 kWh

³ 2017–2018 Safety Metrics exclude FES

Governance

	2016	2017	2018	2019 ¹
FirstEnergy Board				
Total Number on Board of Directors/Trustees	14	14	13	N/A
Total Women on Board of Directors/Trustees	2	3	4	N/A
Total Minorities on Board of Directors/Trustees	4	4	5	N/A
Financials (\$M, except per share amounts)²				
Total Revenues	\$10,700	\$10,928	\$11,261	N/A
Income (loss) from Continuing Operations	\$551	(\$289)	\$1,022	N/A
Diluted Earnings (loss) per Share from Continuing Operations	\$1.29	(\$0.65)	\$1.33	N/A
Dividends Paid per Common Share	\$1.44	\$1.44	\$1.44	N/A
ESG Rating/Ranking Performance				
CDP Climate Score	D	C	B-	N/A
CDP Water Score	N/A	B	B-	N/A
ISS Environment Score ³	N/A	N/A	4	3 ⁴
ISS Social Score ³	N/A	N/A	7	3 ⁴
ISS Governance Score ³	N/A	N/A	8	1 ⁴

¹ Data from 2019 is forthcoming in 2020

² Excludes FES

³ FirstEnergy began receiving ISS scores in 2018

⁴ ISS scores as of October 2019

