

Environment, Social and Governance Data Tables

Note About the Report: Unless otherwise noted, 2017–2018 data includes FirstEnergy Solutions (FES), its affiliates and FENOC; 2019 data does not include FES, its affiliates and FENOC.

Environment

	2017	2018	2019 ¹
Owned Nameplate Generation Capacity (MW)			
Coal	9,406	9,270	3,082
Natural Gas	1,327	545	0
Nuclear	4,048	4,048	0
Petroleum	179	59	0
Hydroelectric	1,410	1,410	697
Total Net Generation (MWh)			
Coal	42,028,983	34,240,820	19,595,231
Natural Gas	4,104,592	0	0
Nuclear	32,999,296	32,944,220	0
Petroleum	-4,920	45,239	0
Hydroelectric	-596,012	-115,190	-94,127
Air Emissions			
Total Owned Generation CO ₂ e Emissions (MT)	42,354,899	32,748,805	17,935,528
Fugitive CO ₂ e Emissions of Sulfur Hexafluoride (MT)	119,182	120,587	114,680
Total NOx Emissions (MT)	39,456	34,207	13,660
Total SO ₂ Emissions (MT)	32,094	31,810	13,959
Total Hg Emissions (kg)	119.8	83.6	41
Emissions Intensity (MT/Net MWh)			
Owned Generation CO ₂ e Emissions Intensity	0.539	0.488	0.915

Environment

	2017	2018	2019 ¹
Indirect Greenhouse Gas Emissions (MT)			
CO ₂ e Emissions From Business Travel	13,645	10,506	7,481
Fresh Water Resources (Million Cubic Meters)			
Generation Water Withdrawals—Fresh Surface Water	1,663	1,299	38.4
Generation Water Withdrawals—Municipal Water	0.00	0.00	0.4
Generation Water Consumption	155.0	149.3	20.0
Generation Water Discharged	1,511	1,152	18.4
Waste Products (MT)			
Percent of Coal Combustion Products Beneficially Used	55%	34%	25%
Non-Hazardous Industrial Waste Generated (MT)	7,833	44,178	34,054
Non-Hazardous Municipal Waste Generated (MT)	10,322	10,387	14,075
Hazardous Waste Disposed (MT)	163	518	25
Compliance			
Notice of Violations (NOVs) and Environmental Excursions	10	5	5
Air Permit Non-Compliance Events	2	3	1
Air Permit Non-Compliance Events with Fines	1	2	0
Water Permit Non-Compliance Events	1	7	4
Water Permit Non-Compliance Events with Fines	0	0	0

¹ All 2019 information excludes FES unless otherwise noted

MW: Megawatt

MWh: Megawatt hours

MT: Metric Tons

Social

	2017	2018	2019 ¹
Investing in the Future			
Total Annual Capital Expenditures (\$M)	\$2,751	\$2,983	\$2,992
Incremental Annual Electricity Savings From EE Measures (MWh)	1,330,680	1,627,000	1,327,666
Incremental Annual Investment in Electric EE Programs (\$M)	\$139	\$162	\$160
Percent of Total Electric Customers with Smart Meters (at End of Year)	23%	33%	34%
Transmission and Distribution (Line Miles)			
Transmission Miles	24,493	24,506	24,486
Distribution Miles	276,555	277,284	269,691
Talent Management			
Total Number of Employees	15,617	14,970	12,079
Percent of Total Employee Turnover	6%	9%	7%
Number of Full-time Employees Hired	N/A	900	718
Tracked Hours of Employee Training	841,000	820,800	442,659
Military Hires	87	81	63
Percent Military Hires	N/A	9%	9%
Number of Employees Who Received Education Assistance Reimbursement	N/A	249	254
Amount Distributed for Employee Education Assistance Reimbursement	N/A	800,000	691,029
Percent Diverse Hires	32%	37%	40%
Power Systems Institute (PSI)			
Percent of Graduates Who Are Line and Substation Employees	N/A	47%	52%
Cumulative Number of Graduates Hired	N/A	2,000	2,000
Percent Hire Rate	N/A	97%	97%
Number of Graduates in Leadership Roles	N/A	69	73
Labor Relations			
Percent of Employees Represented by a Union	43%	45%	45%

Social

	2017	2018	2019 ¹
Employee Safety Metrics²			
Recordable Incident Rate	0.99	0.80	0.98
Lost-Time Case Rate	0.29	0.25	0.36
Days Away, Restricted, or Transferred (DART) Rate	0.50	0.45	0.64
Life-Changing Events	N/A	0	0
Work-Related Fatalities	2	0	0
Community Involvement			
Hours of Employee Volunteer Time Off (VTO) Used	N/A	N/A	21,151
Percent of Employees Who Used VTO	N/A	N/A	22%
FirstEnergy Foundation (\$M)			
FirstEnergy Foundation Giving	\$6.53	\$8.40	\$7.20
STEM Grants	\$0.07	\$0.07	\$0.10
Reliability Performance			
TOF	0.408	0.377	0.424
SAIDI	155.0	156.6	179.1
SAIFI	1.14	1.17	1.22
CAIDI	135.5	134.2	147.2
Customer Service Metrics (in Percentages)			
First Contact Resolution	59.8	64.4	64.7
Customer Satisfaction	72.6	75.7	75.3
Customer Effort Score	72.6	77.1	77.3
Customer Contact Center Metrics (Millions)			
Number of Customer Transactions	N/A	35.5	36
Number of Customer Calls	N/A	7	7
Percent of Resolved	N/A	64%	65%

Social

	2017	2018	2019 ¹
Supply Chain			
Total Supplier Spend (\$M)	\$3,289	\$3,772	\$3,038
Diverse Supplier Spend (%)	5.22%	7.26%	12.24%
Local-Based Supplier Spend (%)	32.61%	33.76%	35.85%
Retail Electric Customer Count at End of Year (in Thousands)			
Commercial	730	732	735
Industrial	24	23	23
Residential	5,333	5,355	5,373
Average Retail Electrical Rate (Cents per kWh Rate)³			
Commercial			
Ohio	10.59¢	10.40¢	10.19¢
Pennsylvania	9.39¢	9.36¢	9.10¢
New Jersey	13.55¢	13.20¢	13.00¢
West Virginia	9.43¢	9.44¢	9.15¢
Maryland	11.07¢	10.59¢	10.73¢
Industrial			
Ohio	7.45¢	6.89¢	6.58¢
Pennsylvania	5.86¢	7.20¢	6.91¢
New Jersey	10.73¢	11.37¢	10.56¢
West Virginia	6.67¢	6.58¢	6.21¢
Maryland	10.58¢	8.80¢	9.86¢
Residential			
Ohio	12.34¢	12.14¢	11.94¢
Pennsylvania	13.32¢	13.52¢	12.98¢
New Jersey	15.72¢	15.47¢	15.41¢
West Virginia	11.61¢	11.60¢	11.07¢
Maryland	14.10¢	13.31¢	13.04¢

Social

	2017	2018	2019 ¹
Average Monthly Electric Bill for Residential Customers⁴			
Ohio			
The Illuminating Company	\$101.65	\$98.79	\$99.24
Ohio Edison	\$101.84	\$98.42	\$100.31
Toledo Edison	\$103.98	\$101.08	\$101.31
Pennsylvania			
Met-Ed	\$129.18	\$126.77	\$119.49
Penelec	\$150.21	\$145.69	\$141.28
Penn Power	\$131.02	\$127.66	\$121.25
West Penn Power	\$117.54	\$114.65	\$111.01
New Jersey			
Jersey Central Power & Light	\$91.75	\$86.39	\$86.14
West Virginia			
Mon Power	\$112.48	\$110.22	\$105.58
Potomac Edison	\$112.48	\$110.22	\$105.58
Maryland			
Potomac Edison	\$108.25	\$105.41	\$100.38

¹ All 2019 information excludes FES unless otherwise noted

² 2017–2018 Safety Metrics exclude FES

³ For entire state, not only FE companies. Source: EEI Typical Bills and Average Rates Report Summer 2019

⁴ Average residential monthly usage in Ohio and New Jersey of 750 kWh and all other states are 1,000 kWh. Source: EEI Typical Bills and Average Rates Report Summer 2019

Governance

	2017	2018	2019 ¹
FirstEnergy Board			
Total Number on Board of Directors/Trustees	14	13	11
Women on Board of Directors/Trustees	3	4	3
Minorities on Board of Directors/Trustees	4	5	3
Financials (\$M, Except per Share Amounts)			
Total Revenues	\$10,928	\$11,261	\$11,035
Income (Loss) From Continuing Operations	(\$289)	\$1,022	\$904
Diluted Earnings (Loss) per Share From Continuing Operations	(\$0.65)	\$1.33	\$1.67
Dividends Paid per Common Share	\$1.44	\$1.44	\$1.52
ESG Rating/Ranking Performance			
CDP Climate Score	C	B-	B-
CDP Water Score	B	B-	B-
ISS Environment Score	N/A	4	3 ²
ISS Social Score	N/A	7	3 ²
ISS Governance Score	N/A	8	1 ²

¹ All 2019 information excludes FES unless otherwise noted

² ISS scores as of January 2020