

## Environmental, Social and Governance Data Tables

	2019	2020
<b>Energy</b>		
<b>Owned Nameplate Generation Capacity (MW)</b>		
Coal	3,082	3,082
Hydroelectric	697	697
<b>Owned Gross Generation - Megawatt-hour (MWh)</b>		
Coal	21,126,614	17,287,579
Hydroelectric	119,615	250,463
<b>Owned Net Generation (MWh)</b>		
Coal	19,595,231	15,953,647
Hydroelectric	-94,127	-91,795
<b>Total Wholesale Electricity Purchased (MWh)</b>		
Total Wholesale Electricity Purchased	45,765,239	45,634,720 <sup>1</sup>
<b>Emissions</b>		
<b>GHG Emissions - Metric Tons (MT) CO<sub>2</sub>e</b>		
Scope 1		
Stationary Combustion	17,935,528	14,519,279
Mobile Sources	51,860	50,881
Fugitive Emission (SF <sub>6</sub> )	114,680	134,518
Scope 2		
Location-Based Method	1,099,865	1,068,434
Market-Based Method	1,156,210	1,100,888
Scope 3		
Fuel and Energy-Related Activities	31,927,583	28,230,946
Waste Emissions	20,096	18,168
Business Travel	7,481	8,584

	2019	2020
<b>Other Air Emissions (MT)</b>		
Total Nitrogen Oxide (NO <sub>x</sub> ) Emissions	13,660	9,676
Total Sulfur Dioxide (SO <sub>2</sub> ) Emissions	13,959	11,335
Total Mercury (Hg) Emissions	0.04	0.03
<b>Emissions Intensity - lb. Co<sub>2</sub>e/net (MWh)</b>		
Power Deliveries to Customers of FirstEnergy's Operating Companies <sup>2</sup>	1,011	925
Owned Generation CO <sub>2</sub> e Emissions Intensity	0.9	0.9
<b>Global Greenhouse Gas Emissions</b>		
Percentage of Total Global Greenhouse Gas Emissions <sup>3</sup> (%)	0.03	NA <sup>4</sup>
<b>Water</b>		
<b>Fresh Water Resources Volume</b>		
Total Withdrawals (megaliters/year)	68,507	66,405
Generation Fresh Surface Water Withdrawals (megaliters/year)	38,378	36,519
Total Discharges (megaliters/year)	47,652	50,460
Total Consumption (megaliters/year)	20,855	15,946
Number of Water Permit Non-Compliance Events with Fines	4	3
<b>Waste</b>		
<b>Waste Products</b>		
Non-Hazardous Industrial Waste Generated (MT)	34,054	6,838
Non-Hazardous Municipal Waste Generated (MT)	14,075	13,739
Hazardous Waste Disposed (MT)	25	14
Coal Combustion Residuals (CCR) Generated (MT)	2,628,749	2,447,628
Percent CCR Recycled (%)	22.8	21.4
Total CCR Impoundments	1	1
<b>Environmental Compliance</b>		
Number of Notice of Violations (NOVs) and Environmental Excursions	5	3

	2019	2020
<b>Workforce, Safety &amp; Health</b>		
<b>Talent Management</b>		
Total Number of Employees	12,316	12,153
Percent Employee Turnover (%)	7.0	5.0
Number of Full-Time Employees Hired	718	655
Number of Military Hires	63	60
Number of Active Military Employees	961	950
Number of Executive/Senior Level Officials	54	50
Number of Female Employees	2,624	2,655
Number of Minority Employees	1,171	1,215
Number of Tracked Hours of Employee Training	442,659	367,263
Number of Employees who Received Education Assistance Reimbursement	254	232
Amount Distributed for Employee Education Assistance Reimbursement (\$)	691,029	765,183
Number of Recruitment Partnerships and Programs	26	32
<b>Power Systems Institute</b>		
Percent of Graduates Who Are Line and Substation Employees (%)	52	57
Cumulative Number of Graduates Hired	1,959	2,170
Percent Hire Rate (%)	96	95
Number of Graduates in Leadership Roles	73	79
<b>Labor Relations</b>		
Percent of Employees Represented by a Union (%)	45	44
<b>Employee Safety Metrics</b>		
Recordable Incident Rate	0.98	0.70
Lost-Time Case Rate	0.36	0.17
Days Away, Restricted or Transferred (DART) Rate	0.64	0.36
Life-Changing Events	0	0
Work-Related Fatalities	0	0

	2019	2020
<b>Customers, Community &amp; Economic Impact</b>		
<b>Reliability Performance</b>		
Transmission Outage Frequency (TOF)	0.42	0.35
System Average Interruption Duration Index (SAIDI)	179.10	160.47
System Average Interruption Frequency Index (SAIFI)	1.22	1.14
Customer Average Interruption Duration Index (CAIDI)	147.20	141.31
Customer Average Interruption Frequency Index (CAIFI)	2.14	2.20
<b>Customer Service Metrics</b>		
First Contact Resolution (%)	64.7	67.7
Customer Satisfaction (%)	75.3	78.5
Customer Effort Score (%)	77.3	79.6
Number of Residential Customer Electric Disconnections for Non-Payment	188,512	22,655
<b>Customer Contact Center Metrics - Millions (M)</b>		
Number of Customer Transactions	36.0	36.0
Number of Customer Calls	7.4	5.9
<b>Supply Chain</b>		
Total Supplier Spend (\$M)	3,038	3,030
Amount of Tier 1 Spend (\$M)	2,994	2,948
Number of Tier 1 Suppliers	4,222	4,536
Amount Spent with Diverse Suppliers (\$M)	372	482
Percent Diverse Supplier Spend (%)	12.24	15.90
Amount Spent with Local Suppliers (\$M)	1,089	1,579
Local-Based Supplier Spend (%)	35.9	52.0

	2019	2020
<b>Retail Electric Customer Count at End of Year</b>		
Residential	5,373,113	5,407,958
Commercial	735,442	737,197
Industrial	23,168	23,004
<b>Electric Distribution MWh Deliveries</b>		
Total Electricity Delivered to Residential Customers	54,159	54,978
Total Electricity Delivered to Commercial Customers	37,330	34,273
Total Electricity Delivered to Industrial Customers	55,649	52,034
Total Electricity Delivered to All Other Retail Customers	558	538
<b>Average Retail Electrical Rate - Cents/kilowatt hour (kWh)</b>		
<b>Commercial</b>		
Ohio	10.19¢	9.83¢
Pennsylvania	9.10¢	9.40¢
New Jersey	12.76¢	12.50¢
West Virginia	9.15¢	9.19¢
Maryland	10.58¢	9.93¢
<b>Industrial</b>		
Ohio	6.58¢	5.99¢
Pennsylvania	6.91¢	5.96¢
New Jersey	10.20¢	9.65¢
West Virginia	6.21¢	6.03¢
Maryland	9.90¢	9.19¢
<b>Residential</b>		
Ohio	11.94¢	11.54¢
Pennsylvania	12.98¢	13.03¢
New Jersey	15.15¢	15.02¢
West Virginia	11.07¢	11.48¢
Maryland	12.86¢	12.56¢

	2019	2020
<b>Average Monthly Electric Bill for Residential Customers</b>		
500 kWh		
Ohio	\$64.65	\$63.06
Pennsylvania	\$71.50	\$70.24
New Jersey	\$77.40	\$70.89
West Virginia	\$63.66	\$64.93
Maryland	\$72.07	\$70.65
1,000 kWh		
Ohio	\$121.84	\$116.93
Pennsylvania	\$132.26	\$129.65
New Jersey	\$164.09	\$153.18
West Virginia	\$116.24	\$118.45
Maryland	\$136.36	\$133.47
<b>Transmission and Distribution - Circuit Miles</b>		
Transmission	24,486	24,035
Distribution	269,691	272,531
<b>Community Involvement</b>		
Hours of Employee Volunteer Time Off (VTO) Used	21,151	16,141
Percent of Employees who Used VTO (%)	22	15
<b>FirstEnergy Foundation - \$M</b>		
FirstEnergy Foundation Giving	7.20	7.21
STEM Grants	0.1	0.0

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<b>Investing in the Future</b>		
Total Annual Capital Expenditures (\$M)	2,992	2,986
Incremental Annual Electricity Savings from Energy Efficiency Measures (MWh)	1,327,666	1,013,955
Incremental Annual Investment in Electric Energy Efficiency Programs (\$M)	160	125
Percent of Total Electric Customers with Smart Meters (% at end of year)	34	40
<b>Financials</b>		
Total Revenues (\$M)	11,035	10,790
Basic Earnings per Share (GAAP) (\$)	1.70	1.99
Operating Earnings per Share (non-GAAP) (\$)	2.58	2.39
Dividends Paid per Common Share	1.52	1.56
<b>Governance</b>		
<b>FirstEnergy Board</b>		
Total Board of Directors/Trustees	11	10
Women Directors/Trustees	3	3
Minority Board of Directors/Trustees	3	3
Percent Diverse (%)	36	28
Board Meetings Held	12	16

<sup>1</sup> MWh purchased is netted against megawatt hours sold for MonPower

<sup>2</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: [https://www.eei.org/Pages/CO\\_Emissions.aspx](https://www.eei.org/Pages/CO_Emissions.aspx)

<sup>3</sup> Global greenhouse gas emissions data from the United Nations Environment Programme (2020) - Emissions Gap Report 2020. Data includes land use change.

<sup>4</sup> Data point will be updated when the United Nations 2021 Emissions Gap Report is available.