

Environmental, Social and Governance Data Tables



Environmental

	2019	2020	2021
Energy			
Owned Nameplate Generation Capacity: Megawatt (MW)			
Coal	3,082	3,082	3,082
Hydroelectric	697	697	487
Owned Gross Generation: Megawatt-Hour (MWh)			
Coal	21,126,614	17,287,579	18,073,459
Hydroelectric	119,615	250,463	50,010
Owned Net Generation (MWh)			
Coal	19,595,231	15,953,647	16,702,649
Hydroelectric	-94,127	-91,795	-15,326
Purchased Net Generation (MWh)			
Total Wholesale Electricity Purchased ¹	45,765,239	45,634,720	47,527,068
Emissions			
GHG Emissions: Metric Tons (MT) CO₂e			
Scope 1 ^{2,3,4}			
Stationary Combustion	17,935,528	14,519,279	15,785,373
Mobile Sources	51,860	50,881	46,770
Fugitive Emission (SF ₆)	114,680	134,518	81,702
Scope 2 ^{2,3}			
Location-Based Method	1,099,865	1,068,434	1,263,267
Market-Based Method	1,156,210	1,100,888	1,390,858
Scope 3			
Fuel and Energy-Related Activities	31,927,583	28,230,946	30,262,689

¹ MWh purchased is netted against megawatt hours sold for MonPower.

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

	2019	2020	2021
Waste Emissions	20,096	18,168	19,296
Business Travel	7,481	8,584	7,903
Other Air Emissions (MT)			
Total Nitrogen Oxide (NO _x) Emissions	13,660	9,676	10,218
Total Sulfur Dioxide (SO ₂) Emissions	13,959	11,335	11,422
Total Mercury (Hg) Emissions	0.04	0.03	0.03
Emissions Intensity: lb. CO₂e/net (MWh)			
Power Deliveries to Customers of FirstEnergy's Operating Companies ⁵	1,011	925	983
Owned Generation CO ₂ e Emissions Intensity	0.9	0.9	0.9
Global Greenhouse Gas Emissions			
Percentage of Total Global Greenhouse Gas Emissions (%) ⁶	0.03	NA	NA
Water			
Fresh Water Resources Volume			
Total Withdrawals (Megaliters/Year)	68,507	66,405	66,798
Generation Fresh Surface Water Withdrawals (Megaliters/Year)	38,378	36,519	35,980
Total Discharges (Megaliters/Year)	47,652	50,460	50,481
Total Consumption (Megaliters/Year)	20,855	15,946	16,317
Number of Water Permit Non-Compliance Events with Fines	4	3	1

⁵ 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](#).

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

Environmental

	2019	2020	2021
Waste			
Waste Products			
Non-Hazardous Industrial Waste Generated (MT)	34,054	6,838	9,738
Non-Hazardous Municipal Waste Generated (MT)	14,075	13,739	9,525 ⁷
Hazardous Waste Disposed (MT)	25	14	12
Coal Combustion Residuals (CCR) Generated (MT)	2,628,749	2,447,628	2,784,615
Percent CCR Recycled (%)	22.8	21.4	19.9
Total CCR Impoundments	1	1	1
Environmental Compliance			
Number of Notice of Violations (NOVs) and Environmental Excursions	5	3	10

⁷ Does not include wood.

Social

	2019	2020	2021
Customers, Community and Economic Impact			
Reliability Performance			
Transmission Outage Frequency (TOF)	0.42	0.35	0.31
System Average Interruption Duration Index (SAIDI)	179.10	160.47	172.23
System Average Interruption Frequency Index (SAIFI)	1.22	1.14	1.22
Customer Average Interruption Duration Index (CAIDI)	147.20	141.31	141.36
Customer Average Interruption Frequency Index (CAIFI)	1.90	1.81	1.85 ¹
Customer Service Metrics			
First Contact Resolution (%)	64.7	67.7	65.0
Customer Satisfaction (%)	75.3	78.5	77.5
Customer Effort Score (%)	77.3	79.6	77.4
Number of Residential Customer Electric Disconnections for Non-Payment	188,512	22,655	148,580
Customer Contact Center Metrics: Millions (M)			
Number of Customer Transactions	36.0	36.0	44.0
Number of Customer Calls	7.4	5.9	6.3
Supply Chain			
Total Supplier Spend (\$M)	3,038	3,030	2,605
Amount of Tier 1 Spend (\$M)	2,994	2,948	2,269
Number of Tier 1 Suppliers	4,222	4,536	3,450
Amount Spent With Diverse Suppliers (\$M)	372	482	336
Percent Diverse Supplier Spend (%)	12.24	15.90	12.90
Amount Spent With Local Suppliers (\$M)	1,089	1,579	1,278
Local-Based Supplier Spend (%)	35.9	52.0	49.1
Retail Electric Customer Count at End of Year			
Residential	5,373,113	5,407,958	5,428,121
Commercial (including streetlight customers)	735,442	737,197	741,701
Industrial	23,168	23,004	22,268

¹ CAIFI numbers exclude major events.

Social

	2019	2020	2021
Electric Distribution MWh Deliveries			
Total Electricity Delivered to Residential Customers	54,159	54,978	55,625
Total Electricity Delivered to Commercial Customers (including streetlight customers)	37,888	34,811	35,599
Total Electricity Delivered to Industrial Customers	55,649	52,034	54,027
Average Retail Electrical Rate: Cents/Kilowatt Hour (kWh)			
Commercial			
Ohio	10.19¢	9.83¢	9.79¢
Pennsylvania	9.10¢	9.40¢	8.69¢
New Jersey	12.76¢	12.50¢	12.84¢
West Virginia	9.15¢	9.19¢	9.34¢
Maryland	10.58¢	9.93¢	10.16¢
Industrial			
Ohio	6.58¢	5.99¢	5.78¢
Pennsylvania	6.91¢	5.98¢	5.86¢
New Jersey	10.20¢	9.65¢	9.88¢
West Virginia	6.21¢	6.03¢	6.09¢
Maryland	9.90¢	9.19¢	8.42¢
Residential			
Ohio	11.94¢	11.54¢	11.56¢
Pennsylvania	12.98¢	13.03¢	12.43¢
New Jersey	15.15¢	15.02¢	15.61¢
West Virginia	11.07¢	5.98¢	11.87¢
Maryland	12.86¢	12.56¢	10.65¢

Social

	2019	2020	2021
Average Monthly Electric Bill for Residential Customers			
500 kWh			
Ohio	\$64.65	\$63.06	\$68.13
Pennsylvania	\$71.50	\$70.24	\$72.86
New Jersey	\$77.40	\$70.89	\$73.85
West Virginia	\$63.66	\$64.93	\$66.92
Maryland	\$72.07	\$70.65	\$74.71
1,000 kWh			
Ohio	\$121.84	\$116.93	\$126.33
Pennsylvania	\$132.26	\$129.65	\$134.28
New Jersey	\$164.09	\$153.18	\$156.77
West Virginia	\$116.24	\$118.45	\$122.08
Maryland	\$136.36	\$133.47	\$141.74
Transmission and Distribution: Circuit Miles			
Transmission	24,486	24,035	24,074
Distribution	269,691	272,531	273,295
Community Involvement			
Hours of Employee Volunteer Time Off (VTO) Used	21,151	16,141	25,632
Percent of Employees Who Used VTO (%)	22	15	22
FirstEnergy Foundation (\$M)			
FirstEnergy Foundation Giving	7.20	7.21	5.98
Investing in the Future			
Total Annual Investments (\$M)	2,992	2,986	2,874
Incremental Annual Electricity Savings From Energy Efficiency Measures (MWh)	1,327,666	1,013,955	391,284
Incremental Annual Investment in Electric Energy Efficiency Programs (\$M)	160	125	71
Percent of Total Electric Customers with Smart Meters (% at end of year)	34	39	45

Social

	2019	2020	2021
Financials			
Total Revenues (\$M)	11,035	10,790	11,132
Basic Earnings per Share (GAAP) (\$)	1.70	1.99	2.35
Operating Earnings per Share (Non-GAAP) (\$)	2.58	2.39	2.60
Dividends Paid per Common Share	1.52	1.56	1.56
Customers, Community and Economic Impact			
Employee Development			
Number of Tracked Hours of Employee Training	442,659	367,263	496,734
Number of Employees Who Received Education Assistance Reimbursement	254	232	271
Amount Distributed for Employee Education Assistance Reimbursement (\$)	691,029	765,183	832,226
Number of Recruitment Partnerships and Programs	26	32	32
Power Systems Institute			
Percent of Graduates Who Are Line and Substation Employees (%)	52	57	57
Cumulative Number of Graduates Hired	1,959	2,170	2,359
Percent Hire Rate (%)	96	95	97
Number of Graduates in Leadership Roles	73	79	94
Safety Metrics			
Recordable Incident Rate	0.98	0.70	0.93
Lost-Time Case Rate	0.36	0.17	0.30
Days Away, Restricted or Transferred (DART) Rate	0.64	0.36	0.56
Life-Changing Events	0	0	0

Social

	2019			2020			2021		
Workforce									
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of Employees ²	9,438	2,642	12,080	9,335	2,655	11,990	9,293	2,656	11,949
Employee Percentage	78.1%	21.9%	100.0%	77.9%	22.1%	100.0%	77.8%	22.2%	100.0%
Military Status Employee Percentage	7.5%	0.5%	8.0%	7.4%	0.5%	7.9%	7.3%	0.5%	7.8%
Full-Time and Part-Time Employees (%)									
Full-Time Employees							77.8%	22.1%	99.9%
Part-Time Employees							0.0%	0.1%	0.1%
Employees by Generation (%)³									
Boomer	22.1%	7.1%	29.2%	19.1%	6.6%	25.7%	16.5%	5.9%	22.4%
Gen X	27.8%	8.6%	36.4%	27.7%	8.7%	36.4%	27.8%	9.0%	36.8%
Millennial	26.6%	5.9%	32.5%	28.3%	6.3%	34.6%	29.5%	6.7%	36.2%
Gen Z	1.6%	0.3%	1.9%	2.7%	0.5%	3.2%	4.0%	0.7%	4.7%
Race/Ethnicity (%)³									
White/Non-Hispanic			90.3%			89.9%	71.6%	18.1%	89.7%
Racially/Ethnically Diverse			9.7%			10.1%	6.2%	4.1%	10.3%
Asian							0.6%	0.4%	1.0%
Black/African American							2.9%	2.5%	5.4%
Hispanic/Latino							2.0%	0.75%	2.75%
Native American							0.2%	0.1%	0.3%
Native Hawaiian/Pacific Islander							0.0%	0.0%	0.0%
Two or More Races							0.5%	0.4%	0.9%

² Number of Employees excludes employees on Long Term Disabilities, student and temporary employees.

³ 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.

Social

	2019			2020			2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
FE Leadership									
Number of Executive/Senior Level Officials ⁴	45	9	54	41	10	51	39	12	51
Number of Employees in Leadership ⁵	1,536	358	1,894	1,522	360	1,882	1,495	375	1,870
Leadership Percentage	81.1%	18.9%	100.0%	80.9%	19.1%	100.0%	79.9%	20.1%	100.0%
Leadership: Race/Ethnicity (%)									
White/Non-Hispanic			92.8%			91.8%	73.5%	17.1%	90.6%
Racially/Ethnically Diverse			7.2%			8.2%	6.4%	3.0%	9.4%
Asian							0.9%	0.3%	1.2%
Black/African American							2.5%	1.7%	4.2%
Hispanic/Latino							2.1%	0.6%	2.7%
Native American							0.3%	0.0%	0.3%
Native Hawaiian/Pacific Islander							0.1%	0.0%	0.1%
Two or More Races							0.6%	0.3%	0.9%
Percent of Our Workforce (%)³									
LGBTQ+ (%)							0.4%	0.3%	0.7%
Individuals With Disabilities (IWD) (%)			2.8%			3.9%	2.3%	1.6%	3.9%
Protected Veterans (%)	5.0%	0.2%	5.2%	4.9%	0.2%	5.1%	4.9%	0.2%	5.1%
Labor Relations									
Employees Represented by a Union (%)	39.7%	4.3%	44.0%	39.9%	4.2%	44.1%	39.7%	3.8%	43.5%

³ 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.

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

⁵ Defined Leadership as positions such as Leadership Council, Director, Manager, or Supervisor.

Social

	2019			2020			2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Hiring									
Internal Hires (%)			45%			39%			22%
External Hires (%)			55%			61%			78%
Number of Military Hires			63			61	42	2	44
Turnover									
Employee Exits	600	235	835	432	135	567	529	187	716
Percent Employee Turnover (%)	5.0%	1.9%	6.9%	3.6%	1.1%	4.7%	4.4%	1.6%	6.0%
Voluntary Turnover									
Employee Voluntary Exits (%)	1.1%	0.5%	1.6%	0.7%	0.4%	1.1%	1.2%	0.7%	1.9%
Racially/Ethnically Diverse Employees (Within Group %)			3.4%			2.2%	2.7%	2.6%	5.3%
White/Non-Hispanic Employees (Within Group %)			1.3%			0.9%	1.04%	0.45%	1.49%
Involuntary Turnover									
Employee Involuntary Exits (%)	0.5%	0.2%	0.7%	0.5%	0.2%	0.7%	0.6%	0.2%	0.8%
Racially/Ethnically Diverse Employees (Within Group %)			1.8%			1.3%	0.9%	0.8%	1.7%
White/Non-Hispanic (Within Group %)			0.6%			0.6%	0.6%	0.1%	0.7%
Retirement									
Employee Retirements (%)	3.4%	1.3%	4.7%	2.4%	0.6%	3.0%	2.6%	0.7%	3.3%
Racially/Ethnically Diverse Employees (Within Group %)			3.5%			2.4%	2.1%	0.9%	3.0%
White/Non-Hispanic (Within Group %)			4.8%			3.1%	2.7%	0.7%	3.4%

Governance

	2019	2020	2021
FirstEnergy Board			
Total Board of Directors/Trustees	11	10	16
Women Board of Directors/Trustees	3	3	3
Minority Board of Directors/Trustees	3	3	5
Percent Diverse (%)	36	28	31
Board Meetings Held	12	16	19