

Sustainability Accounting Standards Board (SASB) Index

Electric Utilities

	CATEGORY	METRIC	REPORTING
Activity Metrics	IF-EU-000.A	Number of residential customers	Residential Customer Count: 5,373,113
		Number of commercial customers	Commercial Customer Count ¹ : 735,442
		Number of industrial customers	Industrial Customer Count: 23,168
	IF-EU-000.B	Total electricity delivered to (1) residential customers	Total Electric Distribution MWH Deliveries (in thousands): (1) residential customers: 54,159 (2) commercial customers: 37,330 (3) industrial customers: 55,649 (4) all other retail customers: 558
		Total electricity delivered to (2) commercial customers	
		Total electricity delivered to (3) industrial customers	
		Total electricity delivered to (4) all other retail customers	
	IF-EU-000.C	Distribution Miles	Distribution Line Miles: 269,691
	IF-EU-000.C	Transmission Miles	Transmission Line Miles: 24,486
IF-EU-000.D	Total electricity generated, percentage by major energy source, percentage in regulated markets	20.3M MWH and 100% in regulated markets	
IF-EU-000.E	Total wholesale electricity purchased		

¹ Includes Street Light Customers

TOPIC	CATEGORY	METRIC	REPORTING
Greenhouse Gas Emissions & Energy Resource Planning	IF-EU-110a.1	(1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations, and (3) emissions-reporting regulations	(1) 17,935,528
	IF-EU-110a.2	Greenhouse gas emissions associated with power deliveries	
	IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets.	Our Climate Story

TOPIC	CATEGORY	METRIC	REPORTING
Greenhouse Gas Emissions & Energy Resource Planning	IF-EU-110a.4	(1) Number of customers served in markets subject to renewable portfolio standards (RPS) and (2) percentage fulfillment of RPS target by market	<p>(1) 5,702,736 The total number of customers excludes West Virginia, as they are not subject to an RPS requirement.</p> <p>(2) Solar: 1.3% (1,717,860 MWH) Non-Solar: 11.8% (15,708,293 MWH)</p> <p>These numbers do not tie to FirstEnergy's actual RPS obligation for non-shopping load that it provides generation service for, but instead reflects the total RECs that would be retired on behalf of all FirstEnergy customers subject to an RPS requirement regardless of the generation supplier.</p>
Air Quality	IF-EU-120a.1	Air emissions of the following pollutants: (1) NOx, (2) SOx, (3) particulate matter, (4) lead, and (5) mercury; percentage of each in or near areas of dense population	<p>(1) Total NOx emissions (MT): 13,660</p> <p>(2) Total SO₂ emissions (MT): 13,959</p>
Water Management	IF-EU-140a.1	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	<p>In million cubic meters:</p> <p>(1) Generation water withdrawals—fresh surface water: 38.4 Generation water withdrawals—municipal water: 0.4</p> <p>(2) Generation water consumption: 20.0 Our operations are not located within regions of high/extremely high baseline water stress</p>
	IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	<p>Water permit non-compliance events: 4</p> <p>Water permit non-compliance events with fines: 0</p>
	IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	Water Conservation
Coal Ash Management	IF-EU-150a.1	Amount of coal combustion residuals (CCR) generated, percentage recycled	2,635,164.66 Metric tons; 22.84% recycled
	IF-EU-150a.2	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	1
Energy Affordability	IF-EU-240a.1	Average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	Corporate Responsibility Data Table

TOPIC	CATEGORY	METRIC	REPORTING
Energy Affordability	IF-EU-240a.2	Typical monthly electric bill for residential customers for (1) 500 kW and (2) 1,000 kWh of electricity delivered per month	1) 500 kW Ohio \$64.65 Pennsylvania \$71.50 New Jersey \$77.40 West Virginia \$63.66 Maryland \$72.07 2) 1,000 kWh Ohio \$121.84 Pennsylvania \$132.26 New Jersey \$164.09 West Virginia \$116.24 Maryland \$136.36 Typical bill reflective of entire state
	IF-EU-240a.3	Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	188,512
	IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	Meeting Our Customers' Needs
Workforce Health & Safety	IF-EU-320a.1	(1) total recordable incident rate (TRIR), (2) fatality rate, (3) near miss frequency rate (NMFR)	(1) Total Recordable Incident Rate: .98 (2) Fatality Rate: 0
End Use Efficiency & Demand	IF-EU-420a.1	Percentage of electric utility revenues from rate structures that (1) are decoupled and (2) contain a lost revenue adjustment mechanism (LRAM)	
	IF-EU-420a.2	Percentage of electric load served by smart grid technology	
	IF-EU-420a.3	Customer electricity savings from efficiency measures, by market	1.3 Million (MWH)
Nuclear Safety & Emergency Management	IF-EU-540a.1	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	
	IF-EU-540a.2	Description of efforts to manage nuclear safety and emergency preparedness	
Grid Resiliency	IF-EU-550a.1	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	For information on FirstEnergy's strategy to protect the physical and cybersecurity of power grid infrastructure, see the Corporate Sustainability Report Cybersecurity
	IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	(1) SAIDI: 179.1 (2) SAIFI: 1.22 (3) CAIDI: 147.2