

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

