

# Building a Premier Utility Anchored on our Core Values

VALUES

Diversity, Equity & Inclusion

Integrity

Performance Excellence

Safety

Stewardship

Based on a strong foundation and an unrelenting customer focus, FirstEnergy will be a leader in the energy transition



## A Strong Foundation

- A Culture of Ethics and Integrity: a trusted partner to our stakeholders and communities
- A Safe Workplace: where all employees take responsibility for safety and well-being
- A diverse, equitable, and inclusive work environment that empowers our employees
- Sustainable climate and environmental goals
- Strengthened credit profile that supports sustainable investments and earnings growth



## An Unrelenting Customer Focus:

Modern Experiences, New Growth and Affordable Energy Bills

- A modern digital customer experience
- Electrification to Replace Fossil Fuels: transportation, building and industrial sectors
- Sustainable Products & Solutions: demand response, energy efficiency and other alternatives
- New Customers: promote economic development and job growth in our communities
- Customer Affordability: focus on lowering total energy bills



## Leading and Enabling the Energy Transition: Clean, Resilient and Secure Electric Grid

- Enable the transition to clean generation, energy storage and other emerging technologies
- Customer-Focused Investments: grid modernization, resiliency, security, and enhanced reliability with shorter and fewer outages
- IT/Digital Upgrades: system integration, automation, and mobility tools to drive performance excellence