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JCP&L Planning for Winter Storm Storm Plan Activated and Additional Crews Mobilized

Morristown, N.J. – Jersey Central Power & Light (JCP&L) is monitoring the winter storm that is developing along the East Coast and company personnel are prepared to respond should the forecasted heavy snowfall and high winds cause power outages.

To proactively prepare for the weather event, additional line, substation, forestry, and hazard responder personnel have been secured and will be ready to assist JCP&L personnel, as needed.

Other steps JCP&L is taking to prepare for the storm include:

- Checking equipment and vehicles to make sure they are ready to operate in heavy snow conditions
- Preparing to activate its Emergency Command Center and Incident Command System tomorrow beginning at 6 a.m.
- Communicating with emergency management officials, state officials, regulators and local officials
- Activating real-time monitoring of substations
- Communicating with customers regarding storm preparation tips and safety reminders
- Continuing to secure additional FirstEnergy and contractor crews to assist with restoration efforts.

Customers who are without power are encouraged to call 1-888-LIGHTSS (1-888-544-4877) to report their outage or click the “Report Outage” link on www.firstenergycorp.com. In the event of severe weather, customers should immediately report downed wires to their utility or their local police or fire department. Customers should never go near a downed power line, even if they think it is no longer carrying electricity. Extra caution should be used in areas where downed lines are tangled in trees or other debris. Motorists are cautioned to treat intersections with inoperable traffic signals as four-way stops.

Customers are encouraged to prepare for the possibility of outages caused by significant snowfall and high winds:

- Keep electronic devices such as cell phones, laptops and tablet computers fully charged to be ready for any emergencies.
- Keep a flashlight, portable radio and extra batteries handy in the event a power interruption occurs. Tune to a local station for current storm information.
- Never use a portable generator inside the house or a closed garage in the event of a power outage. Ensure the proper generator is selected and installed by a qualified electrician. When operating a generator, the power coming into the home should always be disconnected. Otherwise, power from the generator could be sent back onto the utility lines, creating a hazardous situation for utility workers.
- Gather extra blankets or a sleeping bag for each person. Do not use gas stoves, kerosene heaters or other open-flame heat sources to prevent deadly carbon monoxide gas from building up in your home.
- If you have a water well and pump, keep an emergency supply of bottled water and/or fill your bathtub with fresh water.
- Stock an emergency supply of convenience foods that do not require cooking.
- Mobile phones can be charged in your vehicle using a car charger when the power is out. If you have a smart phone, this will ensure you have access to online information sources.

FirstEnergy customers also can subscribe to email and text message alert notifications to receive billing reminders, weather alerts in advance of major storms, and updates on scheduled or extended power outages. Customers can also use two-way text messaging to report outages, request updates on restoration efforts, and make other inquiries about their electric accounts.

More information about these communications tools is available online at www.firstenergycorp.com/connect.

JCP&L is a subsidiary of FirstEnergy Corp. (NYSE: FE). JCP&L serves 1.1 million New Jersey customers in the counties of Burlington, Essex, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Union and Warren. Follow JCP&L on Twitter [@JCP_L](https://twitter.com/JCP_L), on Facebook at www.facebook.com/JCPandL or online at www.jcp-l.com.

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JCP&L Storm Update

During significant storm events JCP&L secures any known hazards (downed wires for example) first – usually by sending out Hazard Responders to keep the area clear. They are not trained to make repairs. They are there to help keep the public safe until repairs can be made.

When major storms occur, JCP&L works to restore customers as follows:

- Priority is given to hospitals, police and fire departments and other critical facilities.
- First repairs are made to transmission lines and substations that supply power to the local system.
- Next we make repairs that restore the largest number of customers-this is the fastest way to restore all customers.
- JCP&L understands that customers with well water face additional challenges when power is out. Stock up on drinking water and fill bathtubs in advance of storms.
- If necessary, information about locations for free water and ice locations will be provided.

