

Enhanced 24/7 Power Center and MyTown Municipal Web Pages

Outage communication tools feature more local information for customers

Our enhanced 24/7 Power Center online outage map, available at www.jcp-l.com, now displays individual outages, with best-available estimated restoration times, as well as the cause of the service disruption.

The screenshot displays the '24/7 Power Center' interface. At the top, the 'Jersey Central Power & Light' logo is on the left, and navigation links for 'FirstEnergy Home | Report Outage | Outage Status | Outage Help | Contact Us | Map Help' are on the right. The main content area is a map of the New York and New Jersey region. On the left side of the map, there is a 'Legend' panel with two tabs: 'Locations' (selected) and 'Areas'. The legend lists five categories of outages based on the number of affected customers: '>1500 Customers Out' (red triangle), '501-1500 Customers Out' (orange triangle), '101-500 Customers Out' (yellow triangle), '21-100 Customers Out' (green triangle), '1-20 Customers Out' (blue triangle), and 'Multiple Outages' (brown house icon). Below the legend is a 'Go To' section with options for 'Go To Overview Map', 'Go To Your Location', and a text input field for 'Go to an Address (enter ZIP code or street, city, and state):'. There is also a 'Go to County' dropdown menu. At the bottom left, there is a 'MyTown' link with the text 'Click to view outage and electric infrastructure information in your community.' On the right side of the map, an 'OUTAGE INFORMATION' pop-up window is displayed, showing details for a selected outage: 'Customers Affected: 1-20', 'Cause: Animal Contact', and 'Estimated Restoration: Jun 18, 12:30 PM'. Below this information are buttons for 'REPORT OUTAGE' and 'ZOOM IN'.

In addition, the MyTown link connects customers, local officials and media to dedicated web pages for each municipality served by JCP&L. The pages provide a summary of any current outages, a snapshot of each community's electric infrastructure, and links to other important information.

During major storm events or other emergencies, the outage maps feature a prominent alert with links to outage-related news, safety tips, and additional information such as water and ice distribution locations. This web-based information complements JCP&L's new, industry-leading portfolio of communication tools that are designed to help customers access the important information they need during a power outage. The tools, which were all introduced in 2013, include alert notifications, text messaging, personal online outage information, a mobile website and a smartphone app.