

## An Update from Chuck Jones

May 08, 2020



Dear FirstEnergy Employees:

It's been almost two months since we adjusted our work arrangements in response to COVID-19, transitioning more than half of our employees to work from home and implementing preventive measures to keep everyone safe on the job. Working remotely or on site, you've all done a wonderful job adapting to these circumstances and safely maintaining our operations.

As of today, we have had 12 confirmed cases of COVID-19 among our employees, with the most recent case occurring in Met-Ed. We are continuing to implement measures recommended by medical experts and comply with state and federal health directives as they emerge. I'm confident that the steps we're taking and the expert guidelines we're following are working very well.

As I mentioned in my video last week, keeping you safe is more important than returning to normalcy. While states and businesses begin reopening, we are taking a cautious approach at FirstEnergy. And because our employees have continued to serve our customers and perform well throughout this evolving situation, there is no rush for employees who have been working from home to return to the workplace. In fact, those employees will not be required to return any sooner than June 29, and our Workplace Return Plan team is working hard to develop a gradual and staggered process.

As we continue in our current mode of operation, I want to ensure that everyone has what they need to stay safe and do their job. For our remote employees, completing the [Remote Work Survey](#) by close of business today will help us understand how we can best provide resources and support you going forward. Please also look for a separate survey that will be sent to all employees next week seeking feedback on FirstEnergy's COVID-19 efforts to date.

In addition, I want to ensure that the steps we have taken over the past two months are meeting your needs and addressing your concerns. I'll be answering employee questions in my upcoming video message. If you have questions about our COVID-19 response or there's a topic you want to know more about, send an email to our [employee communications team](#) by noon on Monday, May 11.

This pandemic has changed how and where we work, but I'm proud of each and every one of you for your resilience and continued commitment to looking out for yourself and others as you serve our customers. I know we'll continue to manage well through the health emergency and come out of this stronger as a company.

Sincerely,

A handwritten signature in black ink that reads "Chuck Jones". The signature is written in a cursive, slightly slanted style.

Chuck Jones  
President & Chief Executive Officer