

A Message to Employees from Chuck Jones

May 22, 2020



Dear Fellow Employees:

Thank you for the terrific job you've done over the past two months to keep our company on track. I appreciate your willingness to be flexible and creative and your commitment to keep yourselves and others safe.

We've had 15 confirmed cases of COVID-19 out of approximately 12,000 employees, which is an infection rate of about one-tenth of 1%. That means our employees coming to work every day and those working from home are following the established precautions and expert guidance for preventing the spread of this virus. As states and businesses reopen, we'll require your continued diligence to help keep our workforce safe.

We have made many adjustments over the past two months in response to the COVID-19 pandemic. I want to ensure our employees have a quick, effective and confidential way to provide feedback to leadership on that response. Completing the [COVID-19 Employee Survey](https://MyFirstRewards.com/CVsurvey) (MyFirstRewards.com/CVsurvey) by close of business today will help us understand if we are meeting your needs and addressing your concerns. Please take a few minutes to complete the survey and help inform our efforts to protect and support you as we move forward during this time.

This past week, as part of our succession planning strategy, we announced a series of senior leadership moves designed to broaden the experience of key executives and prepare our management team for the future. With these changes in place, I'm confident our entire leadership team is well prepared to guide FirstEnergy through this COVID-19 crisis and continue our forward trajectory of sustainable, customer-focused growth.

Protecting our employees from this virus remains my top priority, one that is shared by our entire leadership team. I know we can count on each of you to continue to put health and safety first.

Sincerely,

Chuck Jones
President & Chief Executive Officer