

Chuck Jones' Message to Employees

Apr 24, 2020



Dear FirstEnergy Employees:

I want to thank all of you for your tireless efforts over the past five and a half weeks to adjust work practices and procedures in response to the COVID-19 pandemic. I'm proud of your commitment to safety and the resilience you've shown as we navigate this crisis together and continue serving our customers.

As of today, we have nine confirmed cases of COVID-19 among our employees. The health and safety of every one of you continues to be my top priority. Minimizing the number of employees exposed to this virus at work has been the key goal of our pandemic response plan, and we are confident that the steps we're taking and the expert guidelines we continue to follow are working.

This week, we began requiring employees in New Jersey and Pennsylvania to wear face masks on the job in accordance with state directives. Along with the many safeguards we've established, we'll continue to comply with recommended preventative measures like this to ensure the health and safety of our workforce.

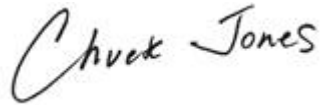
As I mentioned in last week's video, the company has obtained COVID-19 screening kits and is working to establish the screening process. Initially, the test kits will be primarily used to safeguard against the spread of this virus by screening employees who are returning to work from quarantine or who were exposed to COVID-19. In the future, screening may also be used for employees returning from extended work-from-home assignments or for mission-critical employees who need to be sequestered to ensure the continued safe and reliable operation of the company.

Though it's clear it will be many more weeks before we return to normal operations, we've formed a Return to Work team to prepare for our eventual re-emergence. This group will ensure a smooth and orderly return-to-work process that will enable business operations to resume in a safe, healthy and productive manner. Though we haven't developed all the details yet, I can promise that everyone will be given plenty of time – at least two weeks – to prepare for returning to work. And because everyone has adapted so well to working remotely, I can also tell you that there's no urgent need to ask our employees to report back to work all at once. We will take our time with this process, following the lead of medical experts by easing slowly and safely back into more normal operations.

We recently celebrated Lineman Appreciation Day in recognition of our employees who continue to perform the essential utility work necessary to help our customers persevere through this health emergency. I was pleased to see the outpouring of support this past week for all our dedicated line workers. Their commitment to putting safety first while keeping the lights on for our customers has made me incredibly proud.

Thank you for your continued efforts to support our FirstEnergy mission. Stay safe and healthy, and I'll look forward to updating you all by video next week.

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