

A Message from Chuck Jones to Employees

Apr 10, 2020



Dear FirstEnergy Employees:

Over the past few weeks, we've taken significant steps to protect the health of our employees while continuing to focus on the work we do to keep power flowing reliably to our six million customers. While there is still a lot of work to be done, we should all be very proud of our response to this unprecedented public health emergency. I am especially proud of your efforts this week to restore power to more than 200,000 customers after Tuesday night's violent storms.

I plan to update all of you every week – whether through video messages or emails – on the steps we're taking to keep you and your families safe and healthy throughout this pandemic. That remains our top priority. As I mentioned in my video last week, we operate critical infrastructure, and that means everything we do as a company is essential work. We're going to continue doing what's necessary to safely maintain the reliable operation of our electric system and provide the energy our customers and communities need to get through this health emergency.

I'm excited about our new television commercial that began airing yesterday, which recognizes all of you for your unwavering commitment to keep the lights on throughout this pandemic. With millions of our customers being asked to stay home, a lengthy outage could make an already tough situation even worse – which makes our jobs incredibly important during this challenging time.

I'm proud of the way we've quickly adapted to these new circumstances. Many of you have worked tirelessly to adjust work arrangements and implement new tools and technologies. As a result, we've successfully transitioned 7,000 employees – more than half of our workforce – to work from home. We've also implemented preventative measures to keep you safe on the job – including requiring daily temperature checks, increasing cleaning and disinfecting measures, and relocating job briefs and reporting locations to sites conducive to social distancing.

As of today, we have had six confirmed cases of COVID-19 among our employees – all but one in New Jersey – and I was deeply saddened to share with everyone earlier this week that we lost a member of our FirstEnergy family to this virus. Exar "Ponch" Ruiz, Jr., who served as an Advanced Materials Control Specialist in Lakewood, N.J., passed away Monday night as a result of COVID-19. I know that our thoughts and prayers are with his family during this very difficult time.

We are committed to minimizing the spread of this virus through our workforce by following our preventative measures and adhering to the health and safety process we've put in place to help employees experiencing COVID-like symptoms or who have come in close contact with someone diagnosed with the COVID illness. Please become familiar with this process and direct any questions about it to your local Human Resources representative.

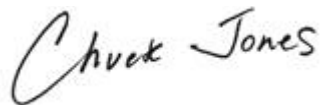
We'll also be implementing new precautions consistent with state and federal health agencies. For example, the Centers for Disease Control and Prevention recently updated its recommendation on the use of masks in public settings. In response, the company delivered 40,000 surgical masks this week to our operating companies, regulated generation plants and other work groups – with many more on the way. We have also ordered FR-rated masks for employees working on energized facilities or equipment and will distribute them as soon as they arrive. In addition, employees who purchased or made their own masks are encouraged to wear them while working.

We will continue to take recommended measures like these to keep you and your families safe. Please closely monitor our companywide updates and reach out to your supervisors or Corporate Health & Safety with questions or concerns.

This pandemic has become a defining moment for our country and industry. What encourages me is knowing that we'll emerge from this as a stronger company because we've come together to learn how to work smarter, more creatively and more efficiently.

Thank you for your continued dedication to serving our customers during this challenging time.

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