

## When Neighbors Ask

Mar 27, 2020



*What do you say when a friend, family member or neighbor asks a question about a specific topic pertaining to FirstEnergy? Take for instance that our employees are continuing to work in the field during this public health emergency. What follows is information you can share.*

### **If they ask why FirstEnergy utility employees – such as meter readers and line workers – are working when some states have enacted stay at home orders:**

- In every state we serve, utility operations are considered an essential service and include routine maintenance, reliability enhancement projects, tree trimming work to help prevent tree-related outages, and meter reading.
- In states where we do not have smart meters, continuing to read meters outside of homes and businesses helps ensure that monthly bills are accurate. This also prevents a prolonged period of estimated bills, as the amount of electric use in homes is expected to spike for the foreseeable future as customers spend time in their homes around the clock.

### **If asked what FirstEnergy is doing to protect employees and the people they come in contact with:**

- To safeguard the health and safety of employees and customers, the company has implemented precautions aligned with the company's medical consultants, the Centers for Disease Control and Prevention (CDC), the National Institutes of Health (NIH) and the World Health Organization (WHO).
- These measures include:
  - Requiring employees and contractors to perform self-temperature checks when possible prior to reporting to work each day, and staying home if they have any signs of illness
  - Performing enhanced cleaning at company facilities
  - Providing sanitizing products for equipment and vehicles
  - Prohibiting non-essential contractors and vendors to visit FirstEnergy locations
  - Making changes to job briefs and reporting locations to allow social distancing
  - Offering medical personnel for employees who have questions about their health
  - Establishing a process to respond swiftly to any potential employee illness that follows measures approved by the CDC.

Is there a topic you'd like to know more about? Please send it to [employeecommunications@firstenergycorp.com](mailto:employeecommunications@firstenergycorp.com).