

When Neighbors Ask

Mar 14, 2020



What do you say when a friend, family member or neighbor asks a question about a specific topic pertaining to FirstEnergy? Take coronavirus, for instance. What follows is information you can share.

If they ask what the company is doing to keep their lights on during this critical time:

- Our company operates a critical part of our country's infrastructure and is committed to keeping the lights on as the nation addresses the new coronavirus challenge. To ensure this for all our customers, FirstEnergy's work to maintain the electric system will continue with appropriate protective measures in place.
- Our Corporate Health and Safety group is vigilantly monitoring developments related to the virus through information provided by the company's internal medical consultants as well as external experts like the Center for Disease Control (CDC).
- We have a business continuity plan to deal with potential threats to operations, such as viral pandemics, and we are prepared to implement the plan if company measures are necessary to respond to COVID-19.
- As part of preparations, we are stress-testing company equipment and systems.
- Our line workers and field personnel perform almost all of their work outside of homes and businesses with little to no need to interact with occupants. When it is required, appropriate preventive measures like social distancing will be in place to protect everyone's personal health.
- We have a robust process in place to help provide answers from medical personnel for employees who may have questions or concerns about their health.

If they ask what we are doing to help those who are having trouble paying their bills because their income has been impacted by the coronavirus:

- We understand that customers may be facing concerns and hardships due to the many business shutdowns and interruptions.
- Effective immediately, the company's ten electric utilities are discontinuing power shutoffs for customers who are past due on their electric bills. The company is continuing to monitor the coronavirus response situation and adjust the shutoff policy in the future as circumstances develop.

- In addition, residential customers who are facing a hardship due to the lack of income during this time should contact the company as soon as they are aware that paying their bill might become difficult. Options include:
 - Enrolling in budget billing, a program that averages usage over 12 months to offer the same bill amount each month.
 - Energy assistance programs or other payment arrangements for eligible customers, based on their situation and state of residence.
- Customers who are facing hardships should call their utility's customer service

Is there a topic you'd like to know more about? Please send it to employeecommunications@firstenergycorp.com.