

FirstEnergy Corp.
76 S. Main Street
Akron, OH 44308
www.firstenergycorp.com

For Release: January 22, 2016

News Media Contacts:
Tricia Ingraham
(330) 384-5247

FirstEnergy's Alert Notification Service Can Help Customers Stay Connected if Winter Storms Cause Power Outages

Akron, Ohio – FirstEnergy utility customers in the path of this weekend's winter storm are encouraged to stay connected with the company to receive helpful information in the event of a power outage.

The storm is currently expected to produce heavy snow and high winds in the Mon Power service territory in West Virginia; Potomac Edison in Maryland and West Virginia; Metropolitan Edison in eastern Pennsylvania, and Jersey Central Power & Light in New Jersey.

Customers who register their accounts online at www.firstenergycorp.com can subscribe to text or email alert notifications on topics including weather alerts in advance of severe storms; updates on reported outages including the best available restoration time, outage cause and crew status; notification of planned outages, and billing information.

The alert notification service is part of FirstEnergy's wide array of communication tools that can make it easier for customers to receive accurate and timely information from their electric utility. These tools complement a broader effort by FirstEnergy's utilities to strengthen and enhance the electric system and expedite power restoration efforts in the wake of major storms.

When outages do occur, customers are reminded to immediately report the outage to their utility. Customer outage reports are the first step to help the company pinpoint damage locations and restore power more quickly.

Outages can be reported by calling 888-LIGHTSS (888-544-4877) or through the following channels:

- Website: Visit www.firstenergycorp.com from a computer or smartphone
- App: Download your utility's free app for your phone
- Text message: Text OUT to 544487. (New users will be prompted to register their account. Standard message and data rates may apply.)

In addition to the alert notification service, customers who report their outages can view their personal outage status information by logging in to their online account on the website or by texting STAT to 544487. Customers who have not registered their account online can still review general outage information for their community on the company's [24/7 Power Center outage maps](#). FirstEnergy customer call centers also will be fully staffed.

Current storm information also is shared via traditional media channels, the utilities' social media accounts, and the company's website.

More information about these communications tools can be found [on FirstEnergy's Communication tools page](#).

FirstEnergy (NYSE: FE) is a diversified energy company dedicated to safety, reliability and operational excellence. Its 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York.

Connect with Mon Power, Potomac Edison, Met-Ed and JCP&L online at www.firstenergycorp.com or on Twitter at [@MonPowerWV](#), [@PotomacEdison](#),

[@Met_Ed](#) or [@JCP_L](#). Met-Ed and JCP&L are on Facebook at www.Facebook.com/MetEdElectric or www.Facebook.com/JCPandL.

(012216)