



Susan Gouveia

From: Lashway, Lisa
Sent: Tuesday, September 03, 2013 9:07 AM
To: Canning, Sean; Susan Gouveia
Subject: FW: JCP&L Warns Customers About Possible Scams

For 9/17 correspondence

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Sent: Friday, August 30, 2013 2:41 PM
To: Lashway, Lisa
Subject: JCP&L Warns Customers About Possible Scams

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JCP&L Warns Customers About Possible Scams

Morristown, N.J. – Jersey Central Power & Light (JCP&L) reminds customers to beware of telemarketers and door-to-door salespeople claiming to be employees of JCP&L or FirstEnergy.

Some third-party salespeople are reportedly using deceptive and/or aggressive tactics to convince customers to switch electric generation suppliers. While JCP&L customers have the right to choose an alternative generation supplier under New Jersey's Energy Choice Program, the

company urges customers to be cautious if they are contacted via phone or approached at their home, particularly if the salesperson claims to be affiliated with JCP&L.

- JCP&L employees and contractors do not engage in telemarketing or door-to-door sales for the purpose of encouraging residential customers to switch energy suppliers.
- JCP&L employees do not ask for sensitive information such as social security numbers or bank account numbers. In addition, JCP&L employees do not ask customers to provide a copy of their electric bill.
- Virtually all visits to customer homes by company representatives or contractors are prearranged by the customer or through a call to the customer.
- All JCP&L and FirstEnergy employees and contractors must carry company-issued photo identification. If someone claiming to be from JCP&L comes to your door, ask to see the individual's identification.
- If customers have any doubts about a caller or visitor claiming to represent JCP&L or FirstEnergy, or about the information they are being asked to provide, they can call JCP&L at 1-800-662-3115 for verification. If the caller or visitor is a scammer, customers should contact their local police department to report the fraud.
- While the practice is not used by JCP&L, other electricity suppliers licensed by the state may use agents to conduct door-to-door or telephone marketing or sales activities. Their activities must comply with all federal, state and municipal laws and regulations.

JCP&L reminds customers that, if they choose to shop for their electricity supply, they should evaluate all offers carefully and pick the one that is best suited for their situation. In addition, before switching, customers should be sure they fully understand all the terms of any supplier's offer. Resources on electric deregulation and the New Jersey Energy Choice program are available on the JCP&L website at www.firstenergycorp.com/customer_choice/new_jersey.html, or on the BPU's website at www.nj.gov/bpu.

Customers with concerns about third-party suppliers should contact the BPU by calling the complaint hotline at 1-800-624-0241, or by submitting a complaint online: www.state.nj.us/bpu/assistance/complaints/index.html.

JCP&L is a subsidiary of FirstEnergy Corp. (NYSE: FE). JCP&L serves 1.1 million New Jersey customers in the counties of Burlington, Essex, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Union and Warren. Follow JCP&L on Twitter @JCP_L, on Facebook at www.facebook.com/JCPandL, or online at www.jcp-l.com.

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