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Gouveia, Susan

From: Masser, Michelle
Sent: Friday, October 02, 2015 9:00 AM
To: Canning, Sean; Detoro, Fred
Cc: Gouveia, Susan
Subject: FW: JCP&L Press Release
Attachments: 2015-10-01 JCPL Offers Resources to Help Customers Stay Informed.pdf

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From: mobremski@firstenergycorp.com [mailto:mobremski@firstenergycorp.com]
Sent: Thursday, October 01, 2015 5:09 PM
To: Masser, Michelle <clerkmichelle@mtolivetwp.org>
Subject: JCP&L Press Release

The attached press release was sent to the media this afternoon.

Thanks,

Mike Obremski
Area Manager
JCP&L

(See attached file: 2015-10-01 JCPL Offers Resources to Help Customers Stay Informed.pdf)

FirstEnergy Corp.
76 S. Main Street
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For Release: October 1, 2015

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JCP&L Continues Preparations for Hurricane Joaquin, Offers Resources to Help Customers Stay Informed

Morristown, N.J. – Jersey Central Power & Light continues to monitor the path of Hurricane Joaquin and make aggressive preparations to help minimize the number and duration of outages if the storm brings high winds and flooding to the utility's northern and central New Jersey service territory early next week.

In advance of the hurricane, JCP&L has activated its storm information web page to share updates on the company's preparations, as well as outage reporting and safety reminders. The company also offers tips to help customers protect home electrical equipment, preserve food and use generators safely. If significant outages occur as a result of the storm, the site will be updated with restoration progress and resources such as water and ice locations.

Current storm information will be shared via traditional media channels and JCP&L's Twitter and Facebook accounts. Customers also can subscribe to the company's email or text message alert notification service to receive storm updates.

JCP&L's My Town municipal web pages, which provide the number of customers in each municipality, a description of the local electrical system and storm safety information – are updated following significant storms with the number and percentage of customers out of power, information about the time and cause of outages, damage assessment information, a description of restoration efforts, and estimated restoration

times. County-level outage information, including the number and percent of customers affected, is also provided.

Over the past three years, JCP&L has worked continuously to strengthen and enhance its electric system, and make it easier for customers to get the information they need if they do experience a power outage, particularly in the wake of major storms. As part of this effort, JCP&L has developed new storm damage assessment and restoration processes to expedite power restoration efforts and provide more accurate and timely updates to customers through a wide array of communication channels.

Customers who are impacted by a power outage are reminded to immediately report the outage to JCP&L. Customer outage reports are the first step to help the company pinpoint damage locations and restore power more quickly.

Customers can use the following tools to report an outage:

- Phone: 888-LIGHTSS (888-544-4877)
- Website: visit www.jcp-l.com from a computer or smartphone
- App: Download JCP&L's free app for your phone
- Text message: Text OUT to 544487. (New users will be prompted to register their account.)
- Social media: Use the [outage reporting tab](#) on the JCP&L Facebook page.

After an outage has been reported, customers can review the best available estimated restoration time, crew status and outage cause on the company's [24/7 Power Center outage maps](#). Personal outage status information is available for customers who log in to their online account on the website or text STAT to 544487. FirstEnergy customer call centers will also be fully staffed.

More information about the app, alerts, text messaging, social media and related services can be found [on JCP&L's communication tools page](#).

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](https://twitter.com/JCP_L), on Facebook at www.facebook.com/JCPandL or online at www.jcp-l.com.

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