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**Gouveia, Susan**

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**From:** Masser, Michelle  
**Sent:** Monday, January 25, 2016 8:42 AM  
**To:** Harris, Laura  
**Cc:** Gouveia, Susan  
**Subject:** FW: JCP&L Communication Tools for Utility Customers  
**Attachments:** JCPL-Tech-Tools-Fact-Sheet.pdf

Correspondence.

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*Township Clerk*

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**From:** gricciardi@firstenergycorp.com [mailto:gricciardi@firstenergycorp.com]

**Sent:** Saturday, January 23, 2016 2:20 PM

**To:** Masser, Michelle <clerkmichelle@mtolivetwp.org>

**Subject:** JCP&L Communication Tools for Utility Customers

## **Communication Tools for Utility Customers**

*Power in the palm of your hand*

Communication tools from Jersey Central Power & Light (JCP&L) provide customers with simple and convenient ways to get the most current information related to their electric service, using the channel they prefer.

**Alerts offer important notifications related to power outages or bills**

Customers can sign up to receive automated emails or text messages to stay informed on topics including:

- Restoration updates in the event of an extended power outage
  
- Notifications of expected power interruptions for scheduled service reliability work
  
- Severe weather alerts in advance of storms
  
- Billing reminders, including new bill available, payment due, payment posted or no payment received
  
- Reminders of scheduled meter reading date

**Get personalized account information with two-way text messaging**

Using a series of short codes, customers can send text messages to 544487 (LIGHTS) to report a power outage, request a status update on a reported outage, or make billing inquiries from a mobile phone. This customer-initiated tool utilizes the existing text message service on a mobile device.

Short codes and frequently asked questions are available at [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect).

**Mobile website and smartphone app offer on-the-go access to account services**

With our mobile-optimized website and smartphone app, customers can easily manage their electric accounts on the go. Features include:

- Easy outage reporting and access to the mobile-optimized 24/7 Power Center outage maps
  
- Secure management of a customer's electric account
  
- A click-to-call feature to reach our contact center
  
- Access to our full website

Customers will automatically connect to the mobile website when using a smartphone to visit [www.jcp-l.com](http://www.jcp-l.com). The smartphone app is available for Apple® iPhone® and Android™ devices. Search for "FirstEnergy" or "JCP&L" in the app store.

**24/7 Power Center provides the most current outage information**

Our 24/7 Power Center outage maps, available at [www.firstenergycorp.com/outages](http://www.firstenergycorp.com/outages), now display individual outage locations with best-available estimated restoration times, the possible cause of the service disruption and crew status.

In addition, customers can receive a status update on a reported outage by logging into their accounts on the full or mobile website. Information about other outage activity in the customer's area also will be displayed.

**Connect with JCP&L on social media**

Visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect)

*(See attached file: JCPL-Tech-Tools-Fact-Sheet.pdf)*

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