



Jim Fakult, President

There's a new energy at JCP&L

Providing the level of service you expect and deserve.

We're making progress with a new management team, new equipment and new processes – all dedicated to serving you better.

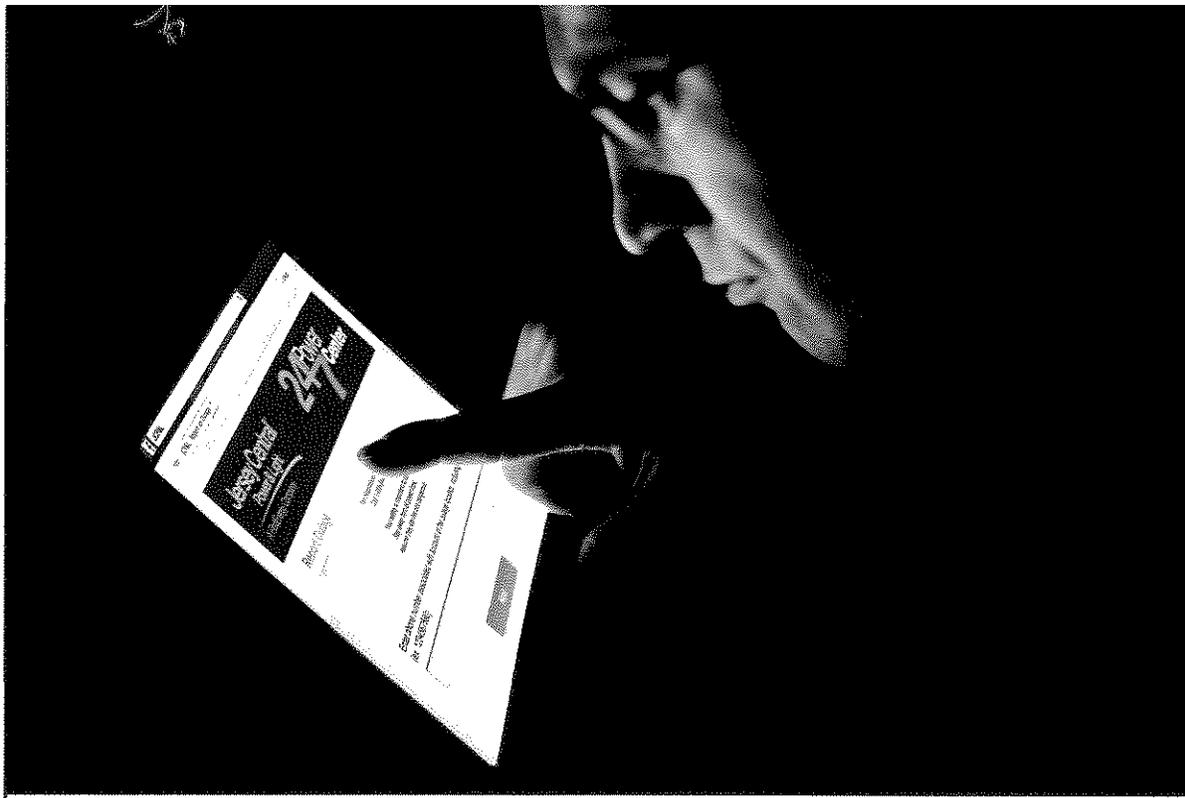
- ⊕ Making hundreds of millions of dollars in upgrades.
- ⊕ Giving you more ways to stay connected with text messaging and email alerts, free smartphone apps, and new web pages targeted to your town.
- ⊕ Creating a new emergency response system to help us meet the challenge of future storms.

To find out more about our improvements visit www.jcp-l.com/newenergy.



Jersey Central[®]
Power & Light

A FirstEnergy Company



Reporting an outage on Facebook...

Now that's a first.

At JCP&L we're providing more ways for our customers to report outages and check the progress of our efforts to restore service. We're the first electric utility in New Jersey to offer outage reporting on our Facebook page.

Now JCP&L customers have four easy options:

- ⊕ Visit facebook.com/JCPandL and click the "Report an Outage" tab
- ⊕ Sign up for text messaging with us and text "OUT" from your mobile phone
- ⊕ Visit our 24/7 Power Center on www.jcp-l.com using a smartphone, tablet or laptop
- ⊕ Call 1-888-LIGHTSS to speak with a representative

To learn more visit
www.jcp-l.com/connect



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