FirstEnergy

Communication Tools for Utility Customers

Power in the palm of your hand

FirstEnergy's new communication tools provide customers with simple and convenient ways to get the most current information related to their electric service, using the mediums 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*.

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 centers
- Access to our full website

Customers will automatically connect to the mobile website when using a smartphone to visit *www.firstenergycorp.com* or any of the operating company websites. The apps for our 10 electric operating companies are available for Apple® iPhone® and Android™ smartphones. Use the keyword "FirstEnergy" or search for your utility by name.

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

Our enhanced 24/7 Power Center outage maps, available at *www.firstenergycorp.com/outages*, now display individual outage locations with best-available estimated restoration times, as well as the possible cause of the service disruption.

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 FirstEnergy on social media

Stay connected with FirstEnergy and our 10 operating companies on Twitter, Facebook, LinkedIn, YouTube and Flickr. Visit *www.firstenergycorp.com* for a list of social media accounts.

Visit **www.firstenergycorp.com/connect** for more information and to enroll in alerts or text messaging.

Produced by FirstEnergy's Communications Department