



Jersey Central[®]
Power & Light
A FirstEnergy Company

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Energizing New Jersey's Future

Jersey Central Power & Light is committed to providing safe and reliable power to more than one million residential and business customers in northern and central New Jersey.

Our management team is driving continuous improvement throughout the company. We're investing in new equipment and new processes – not only to make our system more resilient to future storms, but also to provide our customers with a better quality of service, 24/7.

The fact is, customers want more from their electric company. More information. More options, including ways to stay in touch around the clock. And more technologies that can make your service more reliable and responsive. We're meeting those expectations through a wide range of cost-effective investments that deliver greater value to customers at a price they can afford.

In 2014 alone, we're spending more than \$250 million throughout our service area to improve service reliability by further expanding and strengthening our electric system. This investment includes projects that are part of our Energizing the Future program to enhance our high-voltage transmission system, which is essential to meeting the future energy needs of our customers.

We also offer a number of options that can help you stay connected with your electric company – including outage reporting through Facebook, improvements to our mobile website and a free smart phone app. Accessible via JCP&L's website, our 24/7 Power Center provides interactive outage maps, estimated service restoration time, outage cause and crew status information, as well as alerts and a two-way text messaging service.

In addition, we were the first electric utility in New Jersey to create separate MyTown Web pages providing major outage-related and electric infrastructure information to every community in our service area. And, we've established an Incident Command System – an emergency response process used by federal, state and local emergency management organizations to help formalize the structure for service restoration during major power outages.

Simply put, we're dedicated to making the changes and investments that help us serve you better, both today and in the future.

To find out more about these and other improvements, visit www.jcp-l.com/newenergy, or follow us on Facebook or Twitter.^{PS}