

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



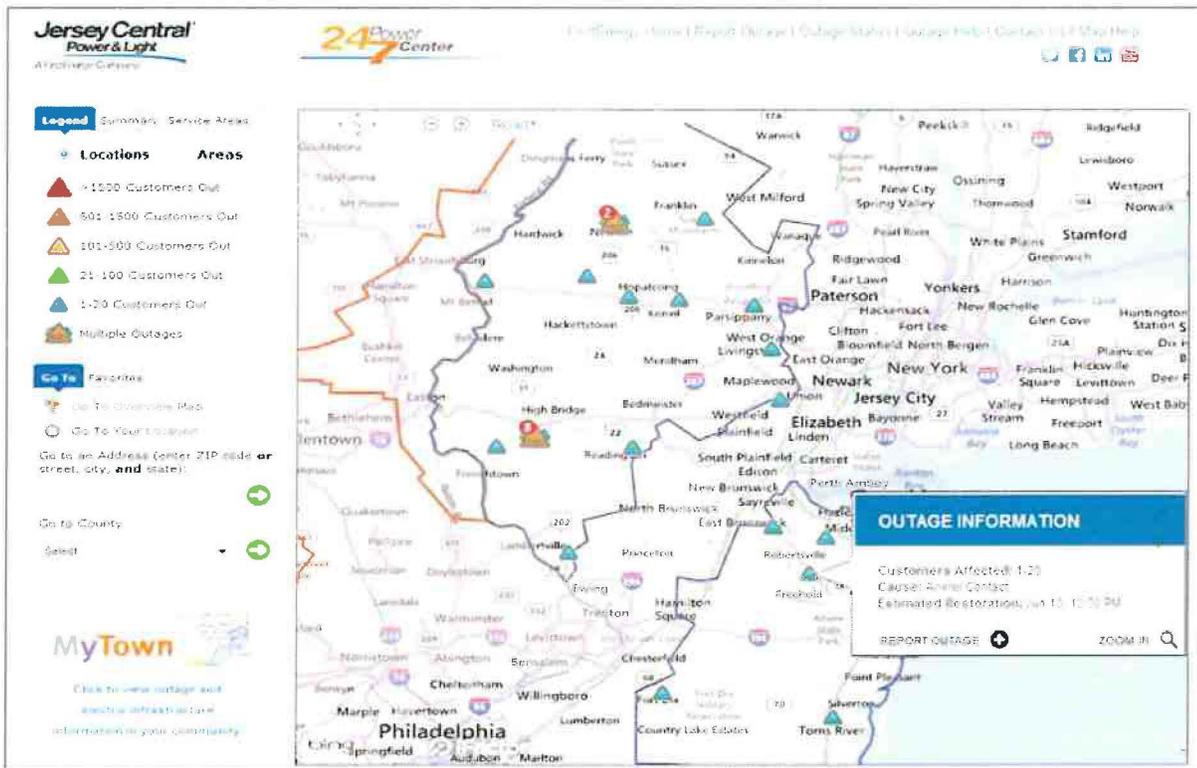
Jersey Central[®]
Power & Light

A FirstEnergy Company

Introducing: Enhanced 24/7 Power Center and New MyTown Municipal Web Pages

New outage communication tools feature more local information for customers

Our enhanced 24/7 Power Center online outage map, available at www.jcp-l.com, now displays individual outages, with best-available estimated restoration times, as well as the cause of the service disruption.



In addition, the new MyTown link connects customers, local officials and media to dedicated web pages for each municipality served by JCP&L. The pages provide a summary of any current outages, a snapshot of each community's electric infrastructure, and links to other important information.

During major storm events or other emergencies, the outage maps feature a prominent alert with links to outage-related news, safety tips, and additional information such as water and ice distribution locations.

This web-based information complements JCP&L's new, industry-leading portfolio of communication tools that are designed to help customers access the important information they need during a power outage. The tools, which were all introduced in 2013, include alert notifications, text messaging, personal online outage information, a mobile website and a smartphone app.

For more information about JCP&L's new communication tools, visit www.firstenergycorp.com/connect