

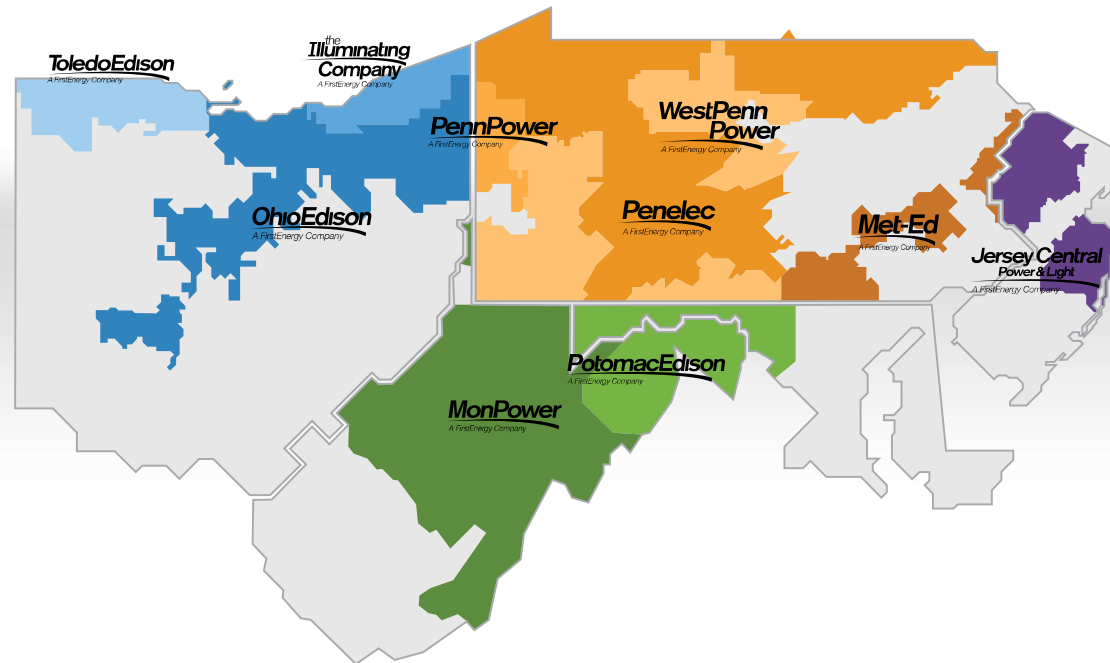


City of Strongsville Update

Dave Conley, Regional External Affairs

FirstEnergy Profile

- Among the largest investor-owned electric systems in U.S.
- \$11 billion in annual revenues
- 6 million customers served in the Midwest and Mid-Atlantic regions
- 12,300 employees
- 10 electric utility companies in 6 states
- 24,500 miles of transmission lines and 270,000 miles of distribution lines
- Regulated generation includes two coal plants and two pumped-storage hydro facilities



Data as of Dec. 31, 2019

The Illuminating Company Overview

- **Serve more than 750,000 customers across Ashtabula, Cuyahoga, Geauga, Lake and Lorain Counties**
- **1,600-square-mile service area**
- **Approximately 925 employees**



Service Restoration Process

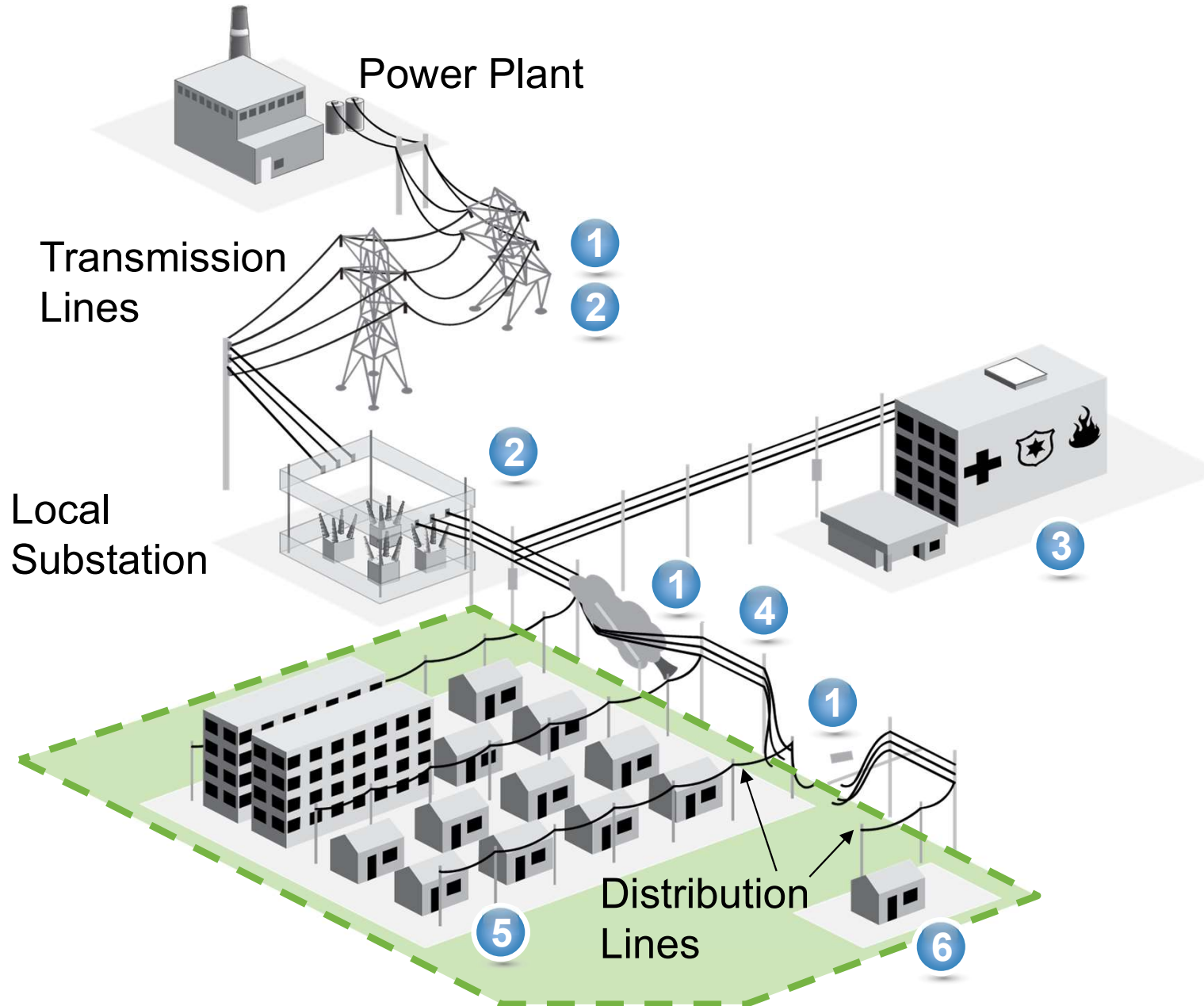
Planning and Preparation in Advance of Storm

- **Preparations begin several days before a storm strikes**
 - Instrumental to restoring service quickly and safely
- **Company meteorologists monitor weather data and track storm movement**
 - Assess potential impact on electric infrastructure
- **Company leadership, operations and other personnel plan and pre-stage for service restoration efforts**



Service Restoration Process

1. Isolate and make safe; assess damage
2. Repair high-voltage lines/restore essential functions
3. Restore hospitals and critical facilities
4. Repair main feeder/distribution lines
5. Restore areas with largest number of customers
6. Restore individual homes



Although this is the preferred process during major service restoration efforts, the order may change due to specific conditions.

Report a Power Outage

the Illuminating Company
A FirstEnergy Company

24 Power Center

FirstEnergy Home | Outage Help | Contact Us

Affected Customers: 72

Served Customers: 2,100,191

Last Updated: Today at 11:00 AM
Information updated every 15 minutes.

Legend

View by Location

- More than 1,500 Customers Out
- 501-1,500 Customers Out
- 101-500 Customers Out
- 21-100 Customers Out
- 1-20 Customers Out
- Multiple Outages

Outages by County

Bookmarks

Layers

Report Outage

Outage Status

AREA OUTAGES

Number of Outages: 8

Zoom in for details.

Reporting an Outage

If your power is out, please report it to us. This can help us pinpoint damage and restore power more quickly.

You can report your outage several ways:

- Call us at **888-LIGHTSS (888-544-4877)**.
- Visit us online at **www.firstenergycorp.com**.
- Text **OUT** to **544487** (LIGHTS); If you aren't enrolled, text **REG** to **544487** to get started.

For outage assistance and safety tips, visit:

www.firstenergycorp.com/outages-help.

For more information on our communication tools, visit:

www.firstenergycorp.com/connect.

Strongsville Update

- **2022/2023 Cable Replacement Jobs:**
 - 5 Underground Development cable replacement jobs
 - 21,175 feet of primary cable
 - Circuit performance reviewed regularly
- **Full Circuit Inspections**
 - 9 of 15 circuits inspections planned for 2023
 - 6 others in 2024
- **Forestry**
 - 15 circuits from 3 substations feeding Strongsville to be trimmed in 2023
- **Grid Mod Investments**
 - 34 capacitor banks
 - 40 reclosers

Forward-Looking Statements: This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 based on information currently available to management. Such statements are subject to certain risks and uncertainties and readers are cautioned not to place undue reliance on these forward-looking statements. These statements include declarations regarding management's intents, beliefs and current expectations. These statements typically contain, but are not limited to, the terms "anticipate," "potential," "expect," "forecast," "target," "will," "intend," "believe," "project," "estimate," "plan" and similar words. Forward-looking statements involve estimates, assumptions, known and unknown risks, uncertainties and other factors that may cause actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements, which may include the following: the ability to successfully execute an exit of commodity-based generation that minimizes cash outflows and associated liabilities, including, without limitation, the losses, guarantees, claims and other obligations of FirstEnergy Corp. (FE), together with its consolidated subsidiaries (FirstEnergy), as such relate to the entities previously consolidated into FirstEnergy, including FirstEnergy Solutions Corp. (FES), its subsidiaries, and FirstEnergy Nuclear Operating Company (FENOC), which have filed for bankruptcy protection (FES Bankruptcy); the risks that conditions to the definitive settlement agreement with respect to the FES Bankruptcy may not be met or that the settlement agreement may not be otherwise consummated, and if so, the potential for litigation and payment demands against FirstEnergy by FES, FENOC or their creditors; the risks associated with the FES Bankruptcy that could adversely affect FirstEnergy, its liquidity or results of operations; the accomplishment of our regulatory and operational goals in connection with our transmission and distribution investment plans; changes in assumptions regarding economic conditions within our territories, assessment of the reliability of our transmission and distribution system, or the availability of capital or other resources supporting identified transmission and distribution investment opportunities; the ability to accomplish or realize anticipated benefits from strategic and financial goals, including, but not limited to, our strategy to operate as a fully regulated business and to grow the Regulated Distribution and Regulated Transmission segments to continue to reduce costs through FE Tomorrow, FirstEnergy's initiative launched in late 2016 to identify its optimal organizational structure and properly align corporate costs and systems to efficiently support a fully regulated company going forward, and other initiatives, and to improve our credit metrics and strengthen our balance sheet; the risks and uncertainties associated with litigation, arbitration, mediation and like proceedings; the uncertainties associated with the sale, transfer or deactivation of our remaining commodity-based generating units, including the impact on vendor commitments, and as it relates to the reliability of the transmission grid, the timing thereof; the uncertainty of the timing and amounts of the capital expenditures that may arise in connection with any litigation, including New Source Review litigation, or potential regulatory initiatives or rulemakings; changes in customers' demand for power, including, but not limited to, changes resulting from the implementation of state and federal energy efficiency and peak demand reduction mandates; economic and weather conditions affecting future sales, margins and operations, such as significant weather events, and all associated regulatory events or actions; changes in national and regional economic conditions affecting FirstEnergy and/or our major industrial and commercial customers, and other counterparties with which we do business; the impact of labor disruptions by our unionized workforce; the risks associated with cyber-attacks and other disruptions to our information technology system that may compromise our generation, transmission and/or distribution services and data security breaches of sensitive data, intellectual property and proprietary or personally identifiable information regarding our business, employees, shareholders, customers, suppliers, business partners and other individuals in our data centers and on our networks; the impact of the regulatory process and resulting outcomes on the matters at the federal level and in the various states in which we do business, including, but not limited to, matters related to rates; the impact of the federal regulatory process on Federal Energy Regulatory Commission (FERC) regulated entities and transactions, in particular FERC regulation of PJM Interconnection, L.L.C. (PJM) wholesale energy and capacity markets and cost-of-service rates, as well as FERC's compliance and enforcement activity, including compliance and enforcement activity related to North American Electric Reliability Corporation's mandatory reliability standards; the uncertainties of various cost recovery and cost allocation issues resulting from American Transmission Systems, Incorporated's realignment into PJM; the ability to comply with applicable state and federal reliability standards and energy efficiency and peak demand reduction mandates; other legislative and regulatory changes, including the federal administration's required review and potential revision of environmental requirements, including, but not limited to, the effects of the United States Environmental Protection Agency's Clean Power Plan, Coal Combustion Residuals, and Cross State Air Pollution Rule programs, including our estimated costs of compliance, Clean Water Act (CWA) waste water effluent limitations for power plants, and CWA 316(b) water intake regulation; changing market conditions that could affect the measurement of certain liabilities and the value of assets held in our pension trusts and other trust funds, and cause us and/or our subsidiaries to make additional contributions sooner, or in amounts that are larger, than currently anticipated; the impact of changes to significant accounting policies; the impact of any changes in tax laws or regulations, including the Tax Cuts and Jobs Act, adopted December 22, 2017, or adverse tax audit results or rulings; the ability to access the public securities and other capital and credit markets in accordance with our financial plans, the cost of such capital and overall condition of the capital and credit markets affecting us and our subsidiaries; actions that may be taken by credit rating agencies that could negatively affect us and/or our subsidiaries' access to financing, increase the costs thereof, letters of credit and other financial guarantees, and the impact of these events on the financial condition and liquidity of FE and/or its subsidiaries; issues concerning the stability of domestic and foreign financial institutions and counterparties with which we do business; and the risks and other factors discussed from time to time in our United States Securities and Exchange Commission (SEC) filings, and other similar factors. Dividends declared from time to time on FE's common stock, and thereby on FE's preferred stock, during any period may in the aggregate vary from prior periods due to circumstances considered by FE's Board of Directors at the time of the actual declarations. A security rating is not a recommendation to buy or hold securities and is subject to revision or withdrawal at any time by the assigning rating agency. Each rating should be evaluated independently of any other rating. These forward-looking statements are also qualified by, and should be read together with, the risk factors included in our filings with the SEC, including but not limited to the most recent Quarterly Report on Form 10-Q, which risk factors supersede and replace the risk factors contained in the Annual Report on Form 10-K and previous Quarterly Reports on Form 10-Q, and any subsequent Current Reports on Form 8-K. The foregoing review of factors also should not be construed as exhaustive. New factors emerge from time to time, and it is not possible for management to predict all such factors, nor assess the impact of any such factor on our business or the extent to which any factor, or combination of factors, may cause results to differ materially from those contained in any forward-looking statements. We expressly disclaim any obligation to update or revise, except as required by law, any forward-looking statements contained herein as a result of new information, future events or otherwise.