## JCP&L Offers Customers Payment Plan Options to Ease Impact of Hurricane Sandy

MORRISTOWN, N.J., Nov. 29, 2012 -- Jersey Central Power and Light (JCP&L) is revising its payment plan options for customers who may need help paying their electric bills in the aftermath of Hurricane Sandy.

The changes make the payment plans more flexible than current installment plan arrangements. The revised plans will remain in place through the winter period ending March 15, 2013.

"Hurricane Sandy was a devastating storm and continues to be a financial hardship for many of our customers," said Ronald I. Green, vice president, Customer Service, FirstEnergy. "Whether it be lengthening the payback period or reducing the down payment amount, our goal is to tailor the payment plan options to better assist customers in the hardest-hit areas."

The revised payment plan arrangements for JCP&L customers are:

- Customers can make an initial payment of up to 25 percent of the outstanding balance, and can arrange a budget installment plan to pay off the remaining balance over 12 months.
- If a customer is unable to fulfill the initial payment plan due to continued financial hardship, a second plan can be established requiring a payment of up to 25 percent of the balance. Also, a six-month installment plan can be implemented instead of the current three-month plan.

For customers in New Jersey who might need a few additional days to pay their bill, a "promise to pay" extension of up to 10 days beyond the due date printed on their bill statement can be granted by calling the company's customer service number at 1-800-662-3115. To take advantage of this option, a customer must have made a payment within the past three months and must not have broken a previous promise to pay within the past three months.

Some customers who lost electric service due to Hurricane Sandy are receiving estimated bills. Customers with questions about their bills are encouraged to call 1-800-662-3115. Or, submit a meter reading online:

www.firstenergycorp.com/content/customer/help/billingpayments/about\_your\_bill.html

JCP&L customers can find the latest information on Facebook at <a href="https://www.facebook.com/JCPandL">www.facebook.com/JCPandL</a>, and can receive updates via Twitter <a href="https://www.facebook.com/JCPandL">@JCP\_L</a>.

FirstEnergy (NYSE: FE) is a diversified energy company dedicated to safety, reliability and operational excellence. Its 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving customers in Maryland, Ohio,

Pennsylvania, New Jersey, New York and West Virginia. Its generation subsidiaries control more than 20,000 megawatts of capacity from a diversified mix of scrubbed coal, non-emitting nuclear, natural gas, hydro, pumped-storage hydro and other renewables. Follow FirstEnergy on Twitter @FirstEnergyCorp.

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