

**Update**                      **Jersey Central Power & Light – Hurricane Irene Restoration**  
**August 31st, 2011 – 8:30AM**

Jersey Central Power & Light (JCP&L) crews and their co-workers from sister FirstEnergy utilities have made significant progress restoring electric service to our customers in the wake of Hurricane Irene, the first hurricane to score a direct hit on New Jersey in decades. Crews have addressed and made safe situations from more than three hundred 911 emergency calls received through customer and emergency management notifications. Faced with more than 13,000 locations of down wires and damaged infrastructure, our crews have

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worked around the clock to assess, repair and restore our electric distribution network. Our progress has been hampered at times by poor access caused by heavy flooding, downed trees and debris. In some locations damage to roads has also slowed restoration progress. Our employees are making sure they approach each location carefully to avoid any injuries from these hazards.

Due to the widespread damage, service restoration for most customers is expected to take until the weekend, with complete restoration not expected until early next week. JCP&L encourages customers to continue to work through the offices of emergency management should they have needs that require special assistance.

I assure you that safety is our top priority in the restoration process. We certainly understand the frustration and inconvenience that a loss of power causes residents and businesses. We are doing all we can to restore service as safely and efficiently as possible. Our focus remains on restoring our critical care facilities first where we can and bringing in parts of the system that can restore large groups of customers first.

JCP&L has the following resources in place to support the restoration:

- More than 300 line crews, including over 150 crews from our sister companies in FirstEnergy; more will join the effort as they become available.
- More than 300 hazard responders in the field assessing damage and protecting downed wires.
- More than 400 forestry crews clearing trees.
- A total of over 1,800 personnel in New Jersey working to restore our customers.

The company is also sharing restoration information to each of the municipalities we serve and will continue to do so. Additionally, we are offering water and ice to customers who remain out of service at 30 locations across our service territory. We have also worked hand-in-hand with offices of emergency management throughout the state. We are grateful for the level of cooperation they have provided assisting us in our restoration efforts.

Since Saturday, JCP&L has fielded more than 255,000 calls to its customer contact center reporting outages and emergencies. JCP&L has cleared 2,000 locations where trees have damaged equipment and interrupted service. More than 400 forestry crews are working around the clock to clear trees. More than 200 poles and nearly 40 miles of wire must be replaced.

Our customers must allow our crews to work unimpeded on any work they are doing rather than trying to direct them to fix individual outages. Doing so will slow the overall restoration.

As JCP&L crews secure all damaged areas, we continue to restore customers. Since the event began, approximately 660,000 customers have been affected; 400,000 in Central New Jersey and 260,000 in Northern New Jersey. As of Tuesday night 321,000 customers have been restored in our central region and 172,500 in the northern region. We anticipate most of the remaining 167,000 customers to be restored by the weekend with a few taking longer due to the mentioned access issues. These customers are in 255 different municipalities.

Our restoration efforts are being performed as quickly and safely as possible to return service to transmission, substation and distribution facilities. In many cases, crews go to trouble locations, make the area safe, and move on to other locations that present a danger to the public and must be secured. This is part of the overall process to clear faults, protect the public and restore the entire line. Additionally, hundreds of hazard responders and circuit assessors are out in the field also reviewing locations and reporting on trees that must be cleared or additional equipment and material required to complete repairs. This process enables JCP&L to prepare the work packages and materials that are needed for the line crews to efficiently restore service to customers. We have also performed aerial assessments of both regions to locate specific trouble locations affecting our transmission system and to develop restoration plans. Overall, we have restored more than two-thirds of the affected customers, but we will continue working around the clock until every customer has their power restored.

We have more than 1,700 FirstEnergy employees working together to bring power back to your neighborhoods including more than 600 line, service and forestry crews. We are

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committed to communicating as much helpful information as possible on a continuous basis until our restoration is complete.