



# Fax Transmission

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Time: 19:20:47 on 31-AUG-2011

Subject: JCPL Hurricane Irene Aug. 31 Operational Update.doc

## Update JCP&L Operational

8/31/2011

**More Than 553,000 of 670,000 JCP&L Customers Back in Service  
Following Hurricane Irene**

**343 Line and Substation Crews, 408 Forestry Crews, 350 Hazard  
Responders Working Around the Clock to Restore All Customers to  
Service Following Record Event in which Two Thirds of Company's  
Service Area Lost Service**

Jersey Central Power & Light (JCP&L) personnel, assisted by hundred of crews from FirstEnergy utilities, are working around the clock to address 13,000 locations of downed

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wires and trouble locations in all 236 local municipalities in its service area as a result of Hurricane Irene.

Crews have cleared 2,000 locations where trees damaged equipment and interrupted service. More than 400 forestry crews are working to clear trees and other vegetation. Currently, more than 200 poles and almost 40 miles of wire need to be replaced before restoration efforts can be completed.

Access to many areas remains limited due to debris from downed trees and limbs and heavy flooding. In some locations, roads have been flooded or washed away, making the restoration process slower than normal. In addition, two substations were flooded, which has delayed the assessment and restoration process.

Due to the widespread damage in the aftermath of the hurricane, service restoration for most customers is expected to take until the weekend and complete restoration is 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.

Crews have addressed more than three hundred 911 calls received through customer and emergency management notifications.

Since Saturday, the company has fielded more than 255,000 calls to its customer contact center reporting outages and emergencies

More than 400,000 customers in the company's Central New Jersey service area and more than 260,000 customers in its Northern New Jersey service area were affected by Hurricane Irene. Currently, 354,000 have been restored in central New Jersey and 189,000 restored in northern New Jersey. JCP&L expects the majority of its remaining 117,000 customers without power to be restored by the weekend. Access problems may extend complete restoration in some areas.

JCP&L's restoration efforts are being performed in a staged process to restore service to transmission, substation and distribution facilities. Crews arrive at trouble locations, make the area safe, and move on to other locations. Additionally, hazard responders and circuit assessors review locations and report additional equipment required to complete repairs. This process enables JCP&L to prepare work packages that are needed for crews to best restore service to customers. JCP&L reminds customers that crews must be allowed to complete their assignments without interference from customers.

The company is also sharing outage restoration information for each of the municipalities it serves.

JCP&L has the following resources in place. Crews move between Regions as needed. Additional Crews are being marshaled for Thursday work from other utilities as they clean up.

#### Northern New Jersey

166 line, trouble and substation crews

238 hazard responders

135 forestry crews

#### Central New Jersey

170 line, trouble and substation crews

154 hazard responders

273 forestry crews

JCP&L is offering water and ice to customers who remain out of service at 23 locations located across its service area.

### Projected Restoration Curve:

#### County Restoration Estimates (data as of 9AM on 8-31-11)

Region	County	Total County Customers Served	% of Customers Remaining Out	Customers Restored in Last 24 Hours	Customers Remaining Out
JCP&L - Central NJ Region	MONMOUTH	280,998	18.7%	47,318	52,489
JCP&L - Central NJ Region	OCEAN	241,534	3.8%	19,883	9,079
JCP&L - Central NJ Region	MIDDLESEX	795,110	3.8%	7,781	3,046
JCP&L - Central NJ Region	BURLINGTON	15,823	7.7%	134	1,225
JCP&L - Central NJ Region	MERCER	15,938	2.0%	2,241	316

JCP&L - North NJ Region	MORRIS	195,444	14.2%	11,049	27,786
JCP&L - North NJ Region	SUSSEX	57,241	28.4%	3,572	16,246
JCP&L - North NJ Region	HUNTERDON	57,997	14.0%	3,644	8,132
JCP&L - North NJ Region	SOMERSET	37,159	19.7%	828	7,327
JCP&L - North NJ Region	UNION	25,634	19.2%	1	5,108
JCP&L - North NJ Region	WARREN	48,886	8.9%	1,301	4,836
JCP&L - North NJ Region	ESSEX	11,265	34.6%	524	3,893
JCP&L - North NJ Region	PASSIAC	15,333	6.9%	1,863	1,052
JCP&L - North NJ Region	MERCER	1,271	6.0%	578	84

**CNJ County Restoration Estimates (data as of 8-31 09:30a)**

Region	County	Customers Remaining Out	Customers to be restored Aug. 31	Customers to be restored Sept. 1	Customers to be restored Sept. 2
JCP&L - Central NJ Region	MONMOUTH	52,489	30,097	12,810	9,582
JCP&L - Central NJ Region	OCEAN	9,079	2,249	4,947	1,883
JCP&L - Central NJ Region	MIDDLESEX	3,046	1,251	479	1,316
JCP&L - Central NJ Region	BURLINGTON	1,225	760	316	119
JCP&L - Central NJ Region	MERCER	316	32	30	254

## NNJ County Restoration Estimates (data as of 8-31 09:30a)

Region	County	Customers Remaining Out	Customers to be restored Aug. 31	Customers to be restored Sept. 1	Customers to be restored Sept. 2
JCP&L - North NJ Region	MORRIS	27,786	12,905	7,793	7,088
JCP&L - North NJ Region	SUSSEX	16,246	8,001	5,328	2,917
JCP&L - North NJ Region	HUNTERDON	8,132	4,814	581	2,737
JCP&L - North NJ Region	SOMERSET	7,327	2,418	3,009	1,900
JCP&L - North NJ Region	UNION	5,108	3,145	1,091	872
JCP&L - North NJ Region	WARREN	4,836	1,138	2,739	959
JCP&L - North NJ Region	ESSEX	3,893	109	2,987	797
JCP&L - North NJ Region	PASSIAC	1,052	81	751	240
JCP&L - North NJ Region	MERCER	64	0	34	30