



Corporate Responsibility Report

July 2025



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About FirstEnergy

Headquartered in Akron, Ohio, FirstEnergy is a fully regulated electric company with more than 11,500 employees dedicated to integrity, safety, reliability and operational excellence. Our subsidiaries are involved in the transmission, distribution and regulated generation of electricity. Our

electric distribution companies form one of the nation's largest investor-owned electric systems, serving more than 6 million customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate more than 24,000 miles

of transmission lines in the Midwest and Mid-Atlantic regions. FirstEnergy's Mon Power subsidiary controls 3,082 Megawatts (MW) of generating capacity from two regulated coal plants and 30 MW of solar generating capacity in addition to holding an indirect interest in a pumped-storage hydro facility.

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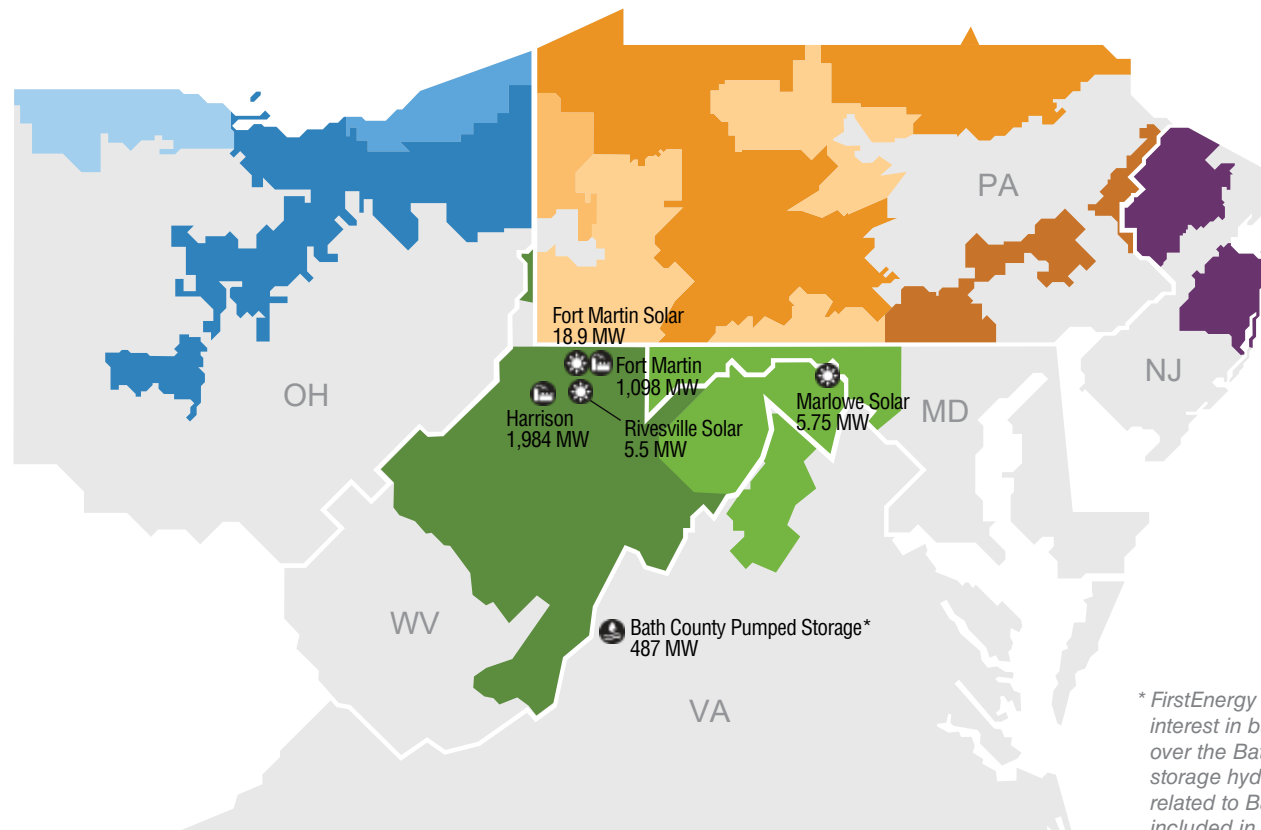
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Ohio
 ■ Ohio Edison
 ■ The Illuminating Company
 ■ Toledo Edison

Pennsylvania
 ■ Met-Ed
 ■ Penelec
 ■ Penn Power
 ■ West Penn Power

West Virginia/Maryland
 ■ Mon Power
 ■ Potomac Edison

New Jersey
 ■ Jersey Central Power & Light

● FirstEnergy Regulated Coal Station
 ● FirstEnergy Regulated Solar Site
 ● FirstEnergy Regulated Hydro Station

* FirstEnergy maintains an equity interest in but no operational control over the Bath County pumped-storage hydro facility. As such, data related to Bath County are not included in the data tables.

Note: Company facts and territory map are current as of July 2025.

Our Strategy to Transform FirstEnergy into a Premier Electric Company

FirstEnergy invests in and operates our electric system to improve reliability and the customer experience, and to enable the energy transition. We invest in our people to be safe, well trained and productive. By doing so, we improve the well-being of our customers, our communities and our employees.

If we execute safely, efficiently and with integrity, our customers, employees and investors will thrive.



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Industry Awards and Recognition

We are proud of the awards and recognition we have received on our journey to become a premier electric company. Recent acknowledgements include:



Earned Governor's Environmental Excellence Award for Merrill Creek Reservoir from New Jersey Department of Environmental Protection



Received Industry Recognition from Edison Electric Institute for Outage Restoration Efforts



Awarded Military Friendly Employer, Company, Spouse Employer, and Supply Chain by Military Friendly Survey



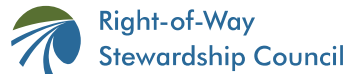
Designated a Compliance Leader by Ethisphere for our ethics and compliance program and practices



Named a Top 50 Diversity Employer by Minority Engineer magazine



Rated a Model Code Company and Trendsetter in 2024 CPA-Zicklin Index with a score of 92.9%



Recognized in 2024 by the ROW Stewardship Council as a fully accredited ROW Utility Steward



Received the Tree Line USA Award for nearly 30 consecutive years, honoring utilities that prioritize responsible tree care



Recognized by U.S. Fish and Wildlife Service as Nationwide Candidate Conservation Agreement with Assurances for Monarch Butterfly Partner on Energy and Transportation Lands



Ranked top five in 2025 Best Energy & Renewables Internships, based on survey results from thousands of current and former interns

Spotlight on Storm Response

For 20th Consecutive Year, FirstEnergy Recognized for Storm Response



FirstEnergy received an Emergency Recovery Award from the Edison Electric Institute (EEI), recognizing our outstanding response in restoring power to hundreds of thousands of northeast Ohio customers following an August 2024 historic weather event that brought severe thunderstorms, wind and tornadoes.

The company also received the Emergency Assistance Award from EEI for supporting the restoration efforts following Hurricanes Helene and Milton. This is the 20th consecutive year FirstEnergy has been recognized by EEI for its storm response efforts.

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Message from FirstEnergy Leadership

The energy landscape is changing rapidly. At FirstEnergy, we're not just adapting, we're embracing change as essential to becoming a premier electric company. Over the past year, we've advanced a bold transformation that's reshaping how we operate, innovate and deliver value to our customers and communities.

Our commitment remains clear: to safely and reliably deliver electricity that powers our region's economy and strengthens society. We're making strategic investments to enhance service for our customers while building a high-performing organization focused on long-term energy solutions.

To support our strategic goals, we've assembled a strong, experienced leadership team that prioritizes safety, agility and continuous improvement. We've also brought decision-making closer to the front lines — empowering employees, engaging customers and working more effectively with regulators across our five-state footprint. This localized approach enables smarter investments that address the unique needs of our communities.

Our multi-year investment initiative, Energize365, is tailored to each state we serve — making the grid smarter, more secure and more reliable. In 2024, the program's first year, we invested \$4.5 billion in our system — an increase of more than 20% compared to 2023. In early 2025, we raised our five-year investment target to \$28 billion through 2029, including \$5 billion planned for this year alone.

Delivering reliable power is just one way we help fuel strong, vibrant communities. FirstEnergy also fosters a culture of service that drives meaningful community transformation. In 2024, employees volunteered over 26,000 hours and helped

to raise more than \$2 million for nonprofit organizations — proving their commitment to our customers extends well beyond the power outlet.

We are proud to share this Corporate Responsibility Report, which highlights FirstEnergy's progress, the path we're charting and the exciting opportunities waiting just over the horizon. From powering homes to empowering communities, we're setting the pace for what's possible.



A handwritten signature in black ink that reads "Brian X. Tierney".

Brian X. Tierney

Board Chair, President and
Chief Executive Officer



A handwritten signature in black ink that reads "Paul Kaleta".

Paul Kaleta

Board Committee Chair,
Governance, Corporate
Responsibility and Political
Oversight

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Corporate Responsibility at FirstEnergy

Responsible Business is Good Business.

It's a hallmark of excellent, people-centered companies that guides FirstEnergy's mission and unwavering commitment to deliver power safely and reliably to over 6 million customers every day.

Our 2025 Corporate Responsibility Report demonstrates that commitment, providing an overview of our initiatives and continued progress across five key areas: **Energy Transition, Employees and Culture, Customers and Communities, Environmental Impact and Governance.**

Transparency and accountability are key to our success and continuous improvement as we work toward becoming a more forward-thinking and industry-leading premier electric company. Unless otherwise noted, this document reports achievements and data from the 2024 calendar year, drawing from information available as of the publication date.

Governance and Oversight

Governance, Corporate Responsibility and Political Oversight Committee

The Governance, Corporate Responsibility and Political Oversight Committee of the Board of Directors, comprised of independent directors, provides oversight of the company's corporate responsibility approach. The committee meets at least four times per year to discuss updates on a broad range of relevant issues, and company management provides regular updates on progress throughout the year. Please see the [Governance, Corporate Responsibility and Political Oversight Committee Charter](#) for a description of the committee's full responsibilities.

Corporate Responsibility Executive-Level Steering Committee

The Corporate Responsibility Executive-Level Steering Committee oversees our company's corporate responsibility approach and relevant initiatives. Members include senior leadership from relevant business units across the company. The Steering Committee meets periodically to oversee relevant initiatives with the goal of driving transparency and continuous improvement in the company's performance.

Manager, Corporate Responsibility

The Manager leads the Corporate Responsibility team responsible for executing our corporate responsibility approach, developing relevant initiatives and collaborating with business units to support those initiatives and enhance performance. This person reports to the Vice President, External Affairs, and regularly updates the Corporate Responsibility Executive-Level Steering Committee and the Governance, Corporate Responsibility and Political Oversight Committee on our progress and evolving considerations for our company.

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Identifying Priorities

We're dedicated to identifying, managing and communicating corporate responsibility topics most relevant to our business. Our process involves several key steps — including gathering comprehensive feedback from internal and external stakeholders — to ensure we're aligned with current and emerging expectations.

To start, we conduct materiality assessments to highlight gaps in external expectations, identify trends in material topics and anticipate potentially relevant issues. We then engage with peers, investors, non-governmental organizations (NGOs), other stakeholders and internal subject matter experts as another crucial aspect of our

process. By understanding their expectations and evaluating the current state of our practices, we can better align our initiatives with their needs. This includes leveraging recognized sustainability frameworks and rating organizations to benchmark our progress in terms of transparency, processes and practices. This multifaceted approach paints a comprehensive picture, enabling us to prioritize activities that will meet stakeholder expectations while balancing our internal resources.

Once we've identified the activities we want to pursue, we establish cross-functional working teams across the company. These teams educate subject matter experts on

responsible business expectations and leading practices, working collaboratively to implement recommendations that strengthen our policies, advance our business practices and enhance our transparency.

After implementing these improvements, our teams continuously monitor results and review progress on closing any gaps. This ongoing evaluation helps ensure that we adapt to evolving expectations while maintaining our commitment to responsible business practices. This rigorous process allows FirstEnergy to balance the expectations of external stakeholders with our company's strategy, helping us become the premier electric company we aspire to be.



Energy Transition

We enable the energy transition by collaborating with industry peers and key stakeholders to meet the evolving energy demands of customers and communities within the states we serve. With a reliable, resilient, smart and secure grid, we continue to provide customers with the energy they need to power the lives they want.

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Grid Modernization

[Energize365](#) is our multi-year grid evolution initiative to deliver the power our customers depend on today while also meeting the challenges of tomorrow. In 2024, the first year of Energize365, FirstEnergy invested \$4.5 billion in our system — an increase of more than 20% compared to 2023.

Building on that momentum, we plan to invest an additional \$28 billion through the program between 2025 and 2029. Our investments are tailored to each state we serve to align with regulatory outcomes and uphold our customer commitments. Through Energize365, FirstEnergy is forging a smarter, more secure and reliable grid that can meet and exceed reliability targets.

Distribution Investments for Smart, Cost-Effective Power

Across our service territory, we're working to strengthen our grid's foundation by building a smarter communications network and replacing or upgrading aging equipment. That includes implementing advanced technologies that help automate outage restoration and optimize performance. Together with smart meters, these tools help enable the distribution grid of the future.

We expect to have installed smart meters for approximately 86% of our customers by 2028. Aside from enabling automated readings, these meters also help customers make more informed choices about their

energy use. Customers with smart meters may even be eligible for a voluntary Time-Varying Rate (TVR) offer, allowing them to lower their energy costs by shifting or reducing their energy usage during peak times when electricity demand is the highest.

Transmission Investments for Secure, Reliable Power

FirstEnergy is making strategic investments to help ensure our customers benefit from a modern energy system for a modern age — a grid that's weather-resilient, responsive and ready for the demand arriving now. Our transmission investments are key to reliably serving our customers, moving power to where it's most needed and enabling us to safely integrate all available energy resources.

We're continuing to modernize our transmission assets, enhance operational capabilities, improve designs and expand capacity to meet increased demand. Across our service area, we're replacing or rebuilding existing lines and substations and adding new facilities to meet anticipated load growth and other operational challenges. Throughout this process, we're committed to making the most of our available infrastructure and rights-of-way (ROW) to minimize our impact on the communities we serve and the surrounding environment.



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Reliability

FirstEnergy's customers expect reliable electricity. Routine infrastructure maintenance, vegetation management and storm preparedness play key roles in our efforts to provide the reliable service our customers count on to power their daily lives.

Vegetation Management

Proactive vegetation management is essential to maintaining a reliable and safe electric system. Our Vegetation Management teams work closely with qualified line clearance crews to clear both transmission and distribution corridors from vegetation that has the potential to obstruct power lines. We conduct comprehensive assessments to identify critical hazards, control incompatible vegetation and minimize tree-caused outages across our territory.

Our Vegetation Management teams are industry leaders, utilizing and promoting best management practices like Integrated Vegetation Management (IVM) and Closed Chain of Custody (CCC) to safely maintain more than 2.5 million trees every year. We follow four-year and five-year maintenance cycles for transmission and distribution lines, depending on state regulations. In that time, we monitor our ROW to assess treatment effectiveness, identify necessary work to provide reliable service, and inspect and approve all work conducted by utility vegetation maintenance contractors. We also communicate with property owners, regulatory agencies and customers to provide information regarding our maintenance activities and address any questions or concerns in a timely manner.



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Storm Preparedness and Service Restoration

We work hard to deliver reliable service to our customers, but extreme weather may still impact our electrical system. From monitoring storms to staging crews and equipment in anticipation of inclement weather, FirstEnergy takes many steps to stay prepared, reduce outages and recover faster after storms.

We've developed and deployed a state-of-the-art forecast modeling tool that helps us predict the scope of impact days ahead of an event. When severe weather is forecast, FirstEnergy activates formal readiness plans to ensure service crews are prepared to tackle the damage.

Our emergency response processes enable us to respond quickly and safely to a storm or other emergency. Our command-and-control processes align with National Incident Management System (NIMS) practices to help provide a standardized, consistent and scalable approach to all incidents regardless of size, scope or complexity. FirstEnergy also has an Emergency Communications Plan to ensure we're appropriately staffed during outage events to provide accurate and timely updates and keep the public safe and informed during restoration efforts.

To maintain a state of operational preparedness, we conduct annual exercises to test our training as well as key systems and tools. Employees have pre-determined emergency roles with ongoing, formalized training, ensuring we have the expertise required for safe

and efficient service restoration. Additionally, we conduct After Action Reviews with affected stakeholders following all major storm events and emergencies to assess our performance and identify Corrective Actions designed to help improve our readiness and ensure accountability.

Measuring Reliability Performance

Our customers count on us to keep their energy flowing and address outages swiftly when they occur. Reliability metrics such as distribution System Average Interruption Duration Index (SAIDI) and Transmission Outage Frequency (TOF) are included in our Key Performance Indicators (KPIs) and are crucial to our pursuit of performance excellence.

SAIDI represents the average amount of time in minutes the average customer experiences an outage over a period, typically in a year. Our KPI goals for SAIDI are consistent with our five-year state operational plans as part of the capital investment strategy. The KPI goals for TOF are determined through industry peer benchmarking.

We measure our reliability performance and share results with employees both monthly and annually. These metrics can be found in the [Corporate Responsibility Data Table](#).





Energy Management and Efficiency

Energy Management

We continue to help our customers better understand and manage their energy usage by linking them to a variety of energy efficiency programs and energy management tools — giving them the power to achieve their energy goals.

Our online Energy Analyzer tool helps customers gain valuable insight into their energy use to determine solutions that will work best for their households. The tool includes bill comparisons, home and business energy analysis, account information and preferences as well as high-bill alerts. With so much information at their fingertips, our customers are empowered to make changes in their energy use during the current billing period to help manage their energy costs.

Energy Efficiency

FirstEnergy has long supported our customers' ability to use energy more efficiently and wisely. Energy-saving programs are one way we help customers identify areas to reduce energy use and save money on their electricity bills. We offer customers valuable information on state-specific programs to help meet their needs, support states' energy efficiency goals and provide system reliability by lowering demand.

We help residential customers access significant incentives that offset the costs

of major home efficiency upgrades, such as home insulation and weatherization, major appliance upgrades or heating and cooling system improvements. Others may benefit from smaller, incremental changes such as lighting improvements, enhanced energy usage data and education, or kits that provide useful energy-efficient products, such as LED light bulbs.

In 2024, our energy efficiency programs helped customers save over 730,000 megawatt hours (MWh) of electricity — the equivalent of one year's pollution from 110,000 cars. By the end of 2025, we aim to help customers achieve over 7.5 million MWh in cumulative electricity savings and reduce peak demand on the electric grid by 400 MW, all relative to our 2020 baseline. If fully implemented, these efforts will prevent more than 5.3 million metric tons of greenhouse gas emissions — comparable to taking 1.1 million passenger vehicles off the road for a year.

We also offer solutions for small businesses, government entities, schools and even the largest and most energy-intensive manufacturers and industries. Our portfolio of commercial and industrial programs provides measures and financial incentives for these customers to purchase qualifying high-efficiency products; recycle inefficient appliances; complete energy audits; and adopt energy-saving behaviors or energy management practices.

Learn More

[Energy-Saving Tips](#)

[Energy-Saving Programs](#)

[Home Energy Analyzer](#)

[Business Energy Analyzer](#)

[Smart Meters](#)



Spotlight on Smart Communities

Cities are using smart technologies to promote energy and cost savings while increasing public safety. We're working with cities throughout our footprint to install smart LEDs that make brighter, more inviting communities where our customers live, work, shop and learn.

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Climate Story

FirstEnergy seeks opportunities to enable the energy transition and reduce our greenhouse gas (GHG) footprint. Successful implementation of that strategy requires monitoring and mitigating both transition and physical risks that could emerge.

Our climate story aligns with the [Task Force for Climate-related Financial Disclosure \(TCFD\) framework](#). It evaluates climate-related risks and opportunities that emerged from our [scenario analysis](#), details the strong governance oversight that enables us to mitigate risks and discusses our aspiration to reduce GHG.

We aspire to carbon neutrality of our Scope 1 GHG emissions by 2050 while maintaining reliability and affordability for our customers. For FirstEnergy, Scope 1 GHG emissions include those from generation, mobile

fleet and sulfur hexafluoride (SF₆). We acknowledge the uncertain landscape our industry will be traversing over the next 25 years. Transition risks, including federal and/or state policy and regulation, technology availability and affordability, market demands and customer needs could have an impact on our progress and decision-making over that time horizon.

Generation

FirstEnergy operates in only one state that currently supports regulated, on demand generation. As of Dec. 31, 2024, our two coal-fired generation facilities in West Virginia represent 3,082 MW of baseload generation.

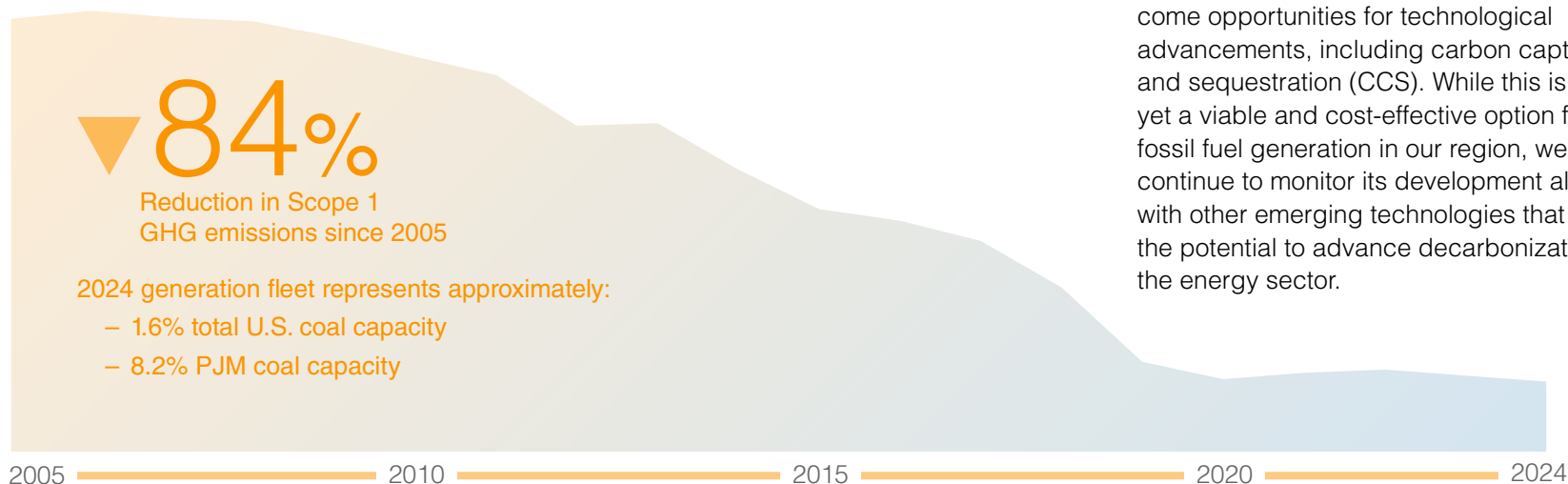
The U.S. electric system is at an inflection point as energy demand is expected to

increase sharply over the next decade, driven by the growth of energy-intensive industries such as data centers, the electrification of transportation and heating, and the onshoring of manufacturing — all of which could result in higher energy costs and reliability challenges.

Our customers count on us to meet today's rapidly growing energy needs and help make America home to the industries that will power our future. As a responsible energy provider, FirstEnergy is exploring potential solutions that will maintain reliability while keeping a careful eye on affordability. FirstEnergy will submit an Integrated Resource Plan (IRP) to the West Virginia Public Service Commission (WVPSC) by the end of 2025, detailing how we plan to continue to provide our West Virginia customers with reliable, resilient and cost-effective energy through 2035.

With the projected demand increases come opportunities for technological advancements, including carbon capture and sequestration (CCS). While this is not yet a viable and cost-effective option for fossil fuel generation in our region, we will continue to monitor its development along with other emerging technologies that have the potential to advance decarbonization in the energy sector.

FirstEnergy's Generation Portfolio in Perspective



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The exact path to carbon neutrality for FirstEnergy's generation fleet is uncertain due to potential changes in environmental regulations, resource adequacy concerns and availability of cost-effective technological advancements. We will continue to monitor these transition risks and the WVPSC's response to our IRP, and we'll assess their collective impact on our ability to achieve carbon neutrality by 2050.

Mobile Fleet

Our most effective decarbonization opportunity is to explore ways to reduce emissions for our light-duty and aerial truck fleets of over 3,400 vehicles. From 2020 to 2024, we transitioned 16% of our fleet to fully electric or hybrid vehicles. As we continue to explore opportunities to reduce our mobile fleet emissions, we are monitoring

the cost-effectiveness of this strategy as well as continued manufacturing and supply chain delays. We are also regularly engaged with vehicle manufacturers on their progress toward developing cost-effective electric solutions for all classes of vehicles that FirstEnergy uses.

Sulfur Hexafluoride

Reducing SF₆ emissions from our transmission and distribution equipment is an important component of our Scope 1 GHG decarbonization aspirations and supports operational efficiency. Sulfur hexafluoride is an inert gas commonly used by energy companies as an electrical insulating material and arc extinguisher in high-voltage circuit breakers and switchgear. If escaped to the atmosphere, it acts as a potent GHG with a global warming potential significantly greater than CO₂.

In the past five years, we have reduced our SF₆ emissions by 35% — including a 7% reduction in 2024 alone. In the near term, we're exploring additional reduction strategies such as cost-effective alternatives to SF₆ for lower voltages.

Some transition risks impact FirstEnergy's abilities to achieve carbon neutrality regarding SF₆. These lay primarily in the need for technological developments that would allow for affordable SF₆ alternatives for all types of transmission and distribution equipment, while still allowing for reliability of equipment. To mitigate risks associated with SF₆ decarbonization efforts, FirstEnergy employs a multi-pronged approach across its system to achieve reductions, including leak rate analytics, gas imaging technology and equipment upgrades.



Spotlight on Responsible Business

We are committed to our climate strategy and staying focused on what matters most — strengthening our core business to deliver power and value to the stakeholders we serve. With this in mind, we sold our minority equity ownership in Global Mining Holding Company, LLC, which owns Signal Peak Energy, LLC, a coal mining operation in Montana, in July 2025.



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Resiliency

Historically, FirstEnergy and other utilities have relied on past weather patterns to predict future conditions. This approach can help us anticipate short-term weather activity and prepare for any potential impact on the grid and help improve resilience. However, we're also interested in understanding the long-term impacts of changing weather patterns.

FirstEnergy recognizes the impact that more frequent and/or extreme weather events, changes in temperatures and precipitation patterns could have within our region. Resulting physical risks such as flooding, wildfires, rising sea levels and other related phenomena could affect some, or all, of our operations.

Recognizing the importance of addressing physical risks, we're conducting a vulnerability study to assess such risks to our business. Leveraging data, we're identifying vulnerabilities in our existing infrastructure and projected physical risks, including those that could contribute to wildfires. Although the precise pace and effects of weather remain uncertain, this study will equip us with a robust understanding of how our current and future investment plans can help mitigate physical risks related to weather conditions and help improve resilience.

Oversight

Transition and physical risks are integrated into our Enterprise Risk Management (ERM) process to help ensure we understand and mitigate potential risks that could have an impact on our business and key stakeholders while capitalizing on opportunities that align with FirstEnergy's business strategy.

FirstEnergy's Board of Directors provides oversight of risk management practices, reviews material company risks — including the climate-related ones — and helps ensure processes are in place to support a strong risk management culture. The Board also has five standing committees that, through [their respective oversight responsibilities](#), help guide FirstEnergy's climate strategy and related efforts. The Governance, Corporate Responsibility and Political Oversight Committee has general responsibility for oversight of climate-related topics at each of its meetings.

At the management level, responsibilities for climate matters are spread across the company. Cross-functional management-level committees — including the Corporate Responsibility Executive-Level Steering Committee, the Climate Subcommittee and the ERM Committee — are designed to bring relevant leaders together to help FirstEnergy monitor climate related risks in alignment with our corporate strategy, identify and manage risks, capitalize on energy transition opportunities and provide transparency through disclosure efforts.





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Renewable Energy

Though regulatory decisions may limit our ability to develop renewable generation, we look for opportunities to empower our customers with solutions that include a range of energy options.

Four of the five states in which FirstEnergy principally operates (Ohio, Pennsylvania, New Jersey and Maryland) are deregulated states. With a few exceptions, FirstEnergy's utilities are prohibited from owning generation in these states. This includes renewable generation assets such as solar and wind as well as energy storage when storage is defined as a generation asset.

Solar Generation

In 2024, Mon Power and Potomac Edison completed two utility-scale solar sites in West Virginia to help bolster the region's energy mix and boost economic development.

Energized in January 2024, the Fort Martin site is situated on approximately 80 acres in Maidsville. With nearly 50,000 solar panels, the site produces up to 18.9 MW of renewable energy per hour. In September 2024, the companies brought their second site online. Located in Marion County, the Rivesville site operates on top of a 27-acre fly ash disposal site and uses nearly 14,000 solar panels to generate up to 5.5 MW of energy per hour. Together, these sites are now generating enough renewable energy to power over 4,200 homes, based on national



averages and calculations by the Solar Energy Industries Association.

Our third site, Marlowe, was energized on April 9, 2025. The Marlowe site is situated on a 36-acre property in Berkeley County that was previously an ash disposal site for the former R. Paul Smith Power Station. In 2022, after removing more than three million tons of ash, FirstEnergy successfully completed the closure by removal of coal combustion residuals, paving the way for its redevelopment as part of our solar program. The solar facility will produce up to 5.75 MW of renewable power for West Virginia customers.

With approval from the WVPSC, we plan to build solar sites in Davis, Tucker County (11.5 MW), and Weirton, Hancock County (8.4 MW) once customers subscribe to the energy the facilities will produce. Ultimately, the five solar sites are expected to collectively generate up to 87,000 MWh of renewable energy annually.

Offshore Wind

We are helping modernize New Jersey's energy grid by upgrading existing high-voltage transmission infrastructure and enabling the state to handle the growing demand for electricity now and for years to come. In 2022, Governor Murphy increased New Jersey's already robust offshore wind goal by nearly 50% to have available 11,000 MW offshore wind by 2040. To support this goal, Jersey Central Power and Light



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(JCP&L) is in the process of making several onshore transmission upgrades within existing ROW. JCP&L earned the projects through a competitive solicitation process with the New Jersey Board of Public Utilities (NJBPU), in coordination with regional grid operator PJM Interconnection (PJM).

The on-shore transmission upgrade projects were carefully designed to maximize existing grid infrastructure and minimize disruption for New Jersey residents. JCP&L will use approximately 40 miles of existing power line corridors for the upgrades, and the projects will not require any new construction on undeveloped land outside of JCP&L's owned property or existing ROW.

Battery Energy Storage

In October 2024, a 1.75 MW battery storage system went online in Little Orleans, Maryland, enhancing grid reliability for over 600 Potomac Edison customers in an area prone to tree-related outages during severe weather events. The battery storage system was developed in response to Maryland's 2019 Energy Storage Pilot Program. When fully charged, the system's batteries are expected to provide about five hours of backup power for customers on the circuit, and we can reserve the battery on days that present a higher risk of outages based on predicted weather forecasts.

Potomac Edison was the first utility to complete a project under Maryland's program. In November 2022, the electric

company paired battery energy storage with two new electric vehicle (EV) fast-charging stations and one Level 2 charging station in Frederick County. Fast-charging stations create significant demand on electric grids. However, bundling the energy storage system with fast chargers allows Potomac Edison to manage the impact of such demand spikes on its network while also providing backup power to the chargers during a grid outage. Teams across the company are continually evaluating additional opportunities to deploy energy storage across our service territory.

Distributed Energy Resources

We work closely with our customers if they choose to use distributed energy resources (DERs) and have developed processes that support the interconnection of solar, energy storage and other DERs consistent with the laws and regulations of the states in which we operate.

As customers grow more interested in the opportunities presented by DERs, we are studying the best ways to facilitate connection to our grid. Every installation is unique, and we help customers to safely and reliably integrate their DER project with our grid. FirstEnergy is piloting an online portal to simplify interconnection applications as well as the ability to pay fees electronically.





Electrification

Infrastructure for Hybrid and Electric Vehicles

Maryland and New Jersey have both experienced significant increases in registrations for electric and hybrid vehicles over the past several years. In New Jersey, EV registrations increased by over 385% between 2020 and 2024. EV registrations in Maryland increased by over 59% between 2023 and 2024 alone. Our transportation infrastructure initiatives are making the adoption of hybrid and electric vehicles more accessible, convenient and affordable. We are also looking to expand EV programs and incentives to other states within our service territory.

In Maryland, we're continuing to support the state's zero-emission vehicle goals by installing utility-owned public charging stations throughout our Potomac Edison service area. Potomac Edison owns and operates 62 charging stations, including 20 direct-current (DC) fast chargers, and Level 2 charging stations that accommodate two vehicles simultaneously. In December 2024, Potomac Edison filed EV Driven Phase II, which includes expanded access to EV charging to better serve customers.

We're also providing incentives for residential, mixed-use commercial and multifamily property charging in New Jersey. In September 2024, JCP&L relaunched its EV Driven residential electric vehicle charging incentives after maxing out customer participation in 2023. The incentives cover

the cost of preparation work that customers are required to complete before an EV charger can be installed.

Beyond residential offers, we're also working to increase public-access DC fast charging, with incentives up to \$25,000 per DC fast charger port for up to 248 charging locations accessible to the public across JCP&L's service territory. Additionally, in February 2025, JCP&L filed a program with the NJBPU that will offer infrastructure incentives and planning services for customers looking to electrify their medium- and heavy-duty vehicle fleets.

Technology Research and Development

FirstEnergy participates in many efforts to support the research, development and deployment of advanced technologies that can enhance reliability and resiliency. Additionally, we participate in many industry collaborations designed to guide better decision making and bring innovation into the company to help us better serve our customers' future energy needs.

Electric Power Research Institute (EPRI): We use EPRI's industry research to stay informed of the latest energy trends through active working and advisory participation in research institutes. Through this important collaboration with EPRI, FirstEnergy participates in numerous research programs and projects, focusing on energy and energy transition topics across transmission, distribution and generation.

Energy Impact Partners (EIP): We participate in venture capital investments through EIP, a global investment group leading the transition to a sustainable energy future. These investments are focused on transforming the utility industry through the development of emerging industry solutions and close-to-market utility technologies. Our participation provides insight into future industry trends and opportunities, as well as exposure to innovative technologies that can benefit our customers, our company and the environment.



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When it comes to practicing responsible business, we turn to our employees for inspiration. We empower employees to be a catalyst for good throughout FirstEnergy's footprint. We invest in our employees — a talented team accomplishing remarkable things every day — so they can do their best for each other, our customers and the communities they all call home.

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Talent Management and Development

Our talent management and total rewards processes are designed to attract, retain, focus, reward and develop a skilled workforce with wide-ranging expertise and perspective to best serve our customers. We are focused on three core areas: building high-performing teams within a culture of the highest standards of integrity and ethics; creating an environment of respect, appreciation and acceptance for everyone; and helping employees grow, develop and reach their full potential.

Recruiting and Hiring a High-Performing Workforce

FirstEnergy's recruiting, interviewing and hiring processes leverage many established best practices to help ensure we select the best candidate for every open position.

Our key recruiting and hiring practices include:

- Using a broad talent sourcing strategy that includes engagement with more than 25 colleges, universities, professional, non-profit and civic organizations through our FirstEnergy Ambassador Network (FAN).
- Building a hiring champion network of over 600 employees who have been trained to support interview panels and ensure an objective, consistent approach for the interview and selection processes.
- Providing training for all hiring managers and interview team members to mitigate unconscious bias in the selection process.



Building the Talent Pipeline

We continue to build and strengthen our talent pipeline through a variety of programs. In 2024, we launched the FirstEnergy Apprenticeship Program to help provide a pipeline of high-quality talent in our line and substation workforce. In step with today's competitive labor market, the program includes paid, full-time employment for hired apprentices that begins with the start of their comprehensive training. The program has apprentices progress through training in staged waves at both FirstEnergy training centers and actual job sites, where they learn foundational skills from veteran employee instructors.

Additionally, college students participating in our Co-op & Intern Program receive meaningful work experience along with professional development, mentorship and networking opportunities. In 2024, we successfully converted over 92% of graduating participants, far exceeding the benchmark of 53% reported by the National Association of Colleges and Employers.

Employees also promote career opportunities at FirstEnergy and in the energy sector through the FAN. In January 2025, through FAN's engagement with the Akron Public Schools, Akron-area employees welcomed tenth grade students at various company facilities, where they explored careers in engineering, skilled trades, digital design, physical security, emergency preparedness and disaster recovery.



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Employee Development

Employee development is another key talent management process. We're committed to preparing our high-performing workforce for the future and helping employees develop skills and competencies that unlock their full potential. Our strategy encompasses a range of development and training programs designed to help our employees achieve professional goals and drive FirstEnergy's continued success.

Education and Certification – We help our employees pursue degrees and certifications to advance their careers and enhance their contributions to FirstEnergy. We offer a comprehensive tuition reimbursement program, which covers the costs of satisfactorily completed courses of study directly related to our business (capped at \$7,500 per year per person, beginning in 2025). All regular, full-time employees, including union members, are eligible for reimbursement. In addition, our Educate to Elevate program assists employees in pursuing associate and bachelor's degrees at partner colleges and universities throughout our footprint.

Mentoring Program – In this formal program, mentors generally work with mentees over a 12-month period, focusing on a clear career or development goal with measurable outcomes. It's designed to create collaborative, two-way partnerships that encourage employees to share their expertise, values and diverse perspectives to support long-term career growth. In addition, high-performing and high-

potential employees may be paired with mentors during our ongoing talent review and succession planning process as a meaningful action to support their development.

Career Management – FirstEnergy is a multifaceted organization with a range of opportunities for employee growth, development and advancement. Employees actively plan and manage their careers in partnership with leaders, including the setting of performance and development goals. We invest in developing our leaders so they can continually build on their strengths and grow their capabilities to create a safe and inclusive workplace. These efforts include various leadership programs that support employees through all stages of the leadership process, from aspiring or new leaders to experienced and senior leaders. Our leadership programs further bolster our succession planning and leadership selection as we ensure that there are meaningful development plans in place for emerging leaders. We often look to succession plans when there is a need to fill a leadership role, but we also engage in external searches to make sure we consider a broad pool of candidates.



Spotlight on Engagement

Our Employee Engagement Survey helps us gather important insights and initiate changes that prioritize the needs of our workforce. The latest survey results were released in early 2024 and showed positive trends in several key areas. Notably, both non-bargaining and bargaining employees gave immediate supervisors high marks for valuing contributions and modeling company values. The survey is now administered every other year, providing greater opportunity to create, implement and review meaningful action plans based on employee feedback.





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Employee and Contractor Safety

At FirstEnergy, safety is a business and cultural imperative embedded in every aspect of our operations. It means making sure we're doing the right thing at the right time, every time, so everyone returns home safely every day. Focusing on keeping each other safe means accepting the responsibility to look out for ourselves and each other.

There is consistent reinforcement of the shared and personal accountability for controlling exposure to hazards and continuously improving safety behaviors, systems and controls. We include safety metrics as KPIs in our annual incentive compensation program because a safe work environment is crucial to our success.

Leaders and employees receive safety training and reinforcement of exposure control concepts to improve job site exposure identification, communication and mitigation to prevent life-changing events (LCEs). FirstEnergy continues to enhance and reinforce leader and employee safety training and exposure control concepts to improve job site exposure identification, communication and mitigation to prevent LCEs.

We recognize leadership's key role in controlling and eliminating exposure. We've provided LCE critical control workshops and in-field coaching for managers and supervisors, as well as awareness training for our field leaders. FirstEnergy continues to expand its Leading with Safety experiences

to achieve excellence in personal, contractor and public safety.

For 2025, the company's Safety KPIs will remain unchanged. This includes the continued use of the LCE and Days Away/Restricted or Job Transfer Rate (DART) metrics. The transition to Serious Injury or Fatality (SIF) classification will not affect these existing KPIs, and the compensation program will continue to reinforce that a safe work environment is crucial to our success.

Our success in achieving our safety standards depends heavily on partnering with our employees and unions to further reduce exposure and improve our safety practices and processes. We build training, education, feedback and coaching opportunities into our safety processes, including the use of field verifications. We

also work to build trusting relationships across organizational levels and encourage employees to speak up and pause or stop work if they feel something is not right.

We're also strengthening our relationships with our contractors and focusing our efforts to reduce their exposures, eliminate events and pursue safety excellence while sharing information and best practices. Our comprehensive contractor safety program is a key part of this effort and consists of contractor pre-qualification, safety requirements, oversight and on-site safety evaluations.



Spotlight on Safety Standards

In 2019, FirstEnergy launched the Life-Changing Event Potential (LCEP) system to classify incidents that had potential to cause an LCE. Beginning in 2025, we're transitioning away from LCEP terminology to focus on SIF to better align with industry standards.



Employee Health and Wellness

Benefits

We're committed to helping our employees maintain and improve their health. Our benefits and wellness offerings focus on physical, emotional, social and financial health and well-being.

FirstEnergy offers a comprehensive set of benefits and programs to support our employees, including:

- 401(k) savings plan (with matching employer contributions)
- Company-provided healthcare contribution
- Dental
- Dependent insurance and flexible spending accounts
- Educational assistance
- Financial planning
- Health savings accounts and employer funding opportunities
- HealthyLiving wellness program
- Life insurance (basic, supplemental, dependent life and accidental death and dismemberment)
- Life Resources Employee Assistance Program
- Long-term disability insurance
- Medical and prescription
- Pension
- Vision

We encourage employees to make their overall health a priority through supplemental offerings like our robust HealthyLiving Wellness Program. Employees use a mobile app to access personalized wellness content, including a health assessment survey and health screening, wellness challenges and health coaching. Employees may also choose to complete educational journeys on topics such as work-life balance, mindfulness, joint health and financial literacy. The program offers financial rewards, encouraging participants to establish, maintain and improve health and total well-being.

Time-Off Policies and Workplace Flexibility

Our [time-off policies](#) are designed to promote a healthy work-life balance and allow employees time away to spend with friends and family and pursue interests outside of work. Our time-off program allows for flexibility in how employees take paid leave and goes beyond standard Paid Time Off (PTO) offerings to address unforeseen circumstances and employee well-being.

Additionally, eligible employees have access to 16 hours of paid Volunteer Time Off (VTO), which can be used instead of PTO when an employee volunteers at a 501(c)(3) charitable organization. This VTO policy enables our employees to volunteer with organizations that matter to them and supports our company's mission to make our communities stronger.

Labor Relations

Our union-represented employees work in critical areas of our business, including distribution and transmission, power generation and various support occupations. We respect our employees' rights to negotiate the terms of their employment through the labor unions they choose to represent them. We value healthy labor relations because we understand employees who participate in important workplaces decisions have high levels of commitment, engagement and productivity.

We work with labor unions in key areas, such as implementing initiatives to foster a safety-first culture, offering enhanced technical training programs, advancing health and wellness and building career pathways. We participate in multiple cooperation initiatives with the union leaders representing our employees. This enables the company and union to coequally fund and pursue projects outside of work that are mutually beneficial.



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Building a Healthy Culture

We continue to build a healthy culture — one that is inclusive and promotes integrity, accountability and innovation — so we can deliver better service to our customers, strengthen our operational performance and reach our goal of becoming a premier electric company.

Key efforts include:

- **Assessing our Progress:** It's important to know how we're progressing with our culture journey, so we partnered with an external consultant to conduct a Cultural Maturity assessment. The output from this assessment has helped to identify areas we will prioritize as we refine our culture roadmap, including:
 - Fostering a speak up culture
 - Enhancing talent development and transparency in communications
 - Helping employees understand our business strategy and how they contribute to the company's success
 - Elevating accountability for performance, results and continuous improvement
- **Ensuring Fair and Equitable Compensation:** We're committed to ensuring that our internal policies and processes support pay equity, which is periodically confirmed by a third-party review. Our internal processes also monitor and ensure that pay equity considerations are part of our normal ongoing compensation evaluation process.

- **Listening to Employee Feedback:** Throughout the year, employees are encouraged to provide feedback about the company's work environment and leadership through FirstEnergy Live events, companywide surveys and discussion opportunities during meetings with department leaders. With employees' voices to guide us, we're continuing our transformation to a values- and people-centered company.
- **Engaging Employees in Actions:** A working group comprised of managers and individual contributors shares the results from our employee engagement surveys and guides the work of our implementation team of more than 200 employees who help implement actions locally. In addition, we've continued to foster open communication and build relationships with leadership through various employee engagement initiatives.
- **Employee Business Resource Groups (EBRGs):** Our employee-driven EBRGs engage and support employees by providing education, professional development, volunteering and networking opportunities to their members and allies. Available to our entire workforce, over 3,400 employees participate across the 21 different chapters of our nine EBRGs.



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We're committed to promoting public safety, investing in the communities we serve, supporting economic development and advancing responsible business practices to enable positive change while delivering superior customer service.

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Public Safety

Our commitment to safety extends beyond our employees and company facilities to include the customers and communities we serve. *Stop.Look.Live.* is an ongoing public safety outreach campaign that teaches school-age students, first responders, at-risk workers and the general public to stay safe around electrical facilities.



Drone Safety	We're working to increase awareness about the potential dangers of operating drones near energized electrical equipment. Our Drone Safety webpage guides users from unboxing a new drone through operating it safely — and offers an educational racing game the whole family can enjoy.
Live Wire Electrical Safety trailers	We use our fleet of Live Wire Electrical Safety trailers to educate first responders and other community members who may come near our electrical lines and equipment. In 2024, FirstEnergy completed 260 demonstrations across our footprint, teaching more than 13,500 participants how to safely handle electrical hazards encountered in the field.
Overhead Wires Outreach	We produced five videos to educate the public and at-risk workers, covering different hazards that might exist around a home and what homeowners and workers can do to keep themselves safe. In 2024, the videos reached over 134 million people across FirstEnergy's footprint.
PowerTOWNs	In Ohio, we're piloting Live Wire Electrical Safety PowerTOWNs to demonstrate electrical safety practices in schools. The table-top towns are fitted with a home and power lines and include props such as ladders, trees, kites and vehicles that could come into contact with energized equipment.
Driver Safety Video	FirstEnergy produced a video about the dangers of downed wires on vehicles and how to handle it if you should ever find yourself in that situation. The video is currently available on our website , and we hope to distribute it to high schools for use in driver's education programs in the near future.
Record of Warning	Launched in November 2023, the Record of Warning program provides a method for company employees to inform the public about the dangers and the laws that apply to working near electrical facilities anytime opportunities or relevant situations are encountered. The program includes a brochure containing vital safety information as well as a means for employees to document details of an interaction. The purpose of this outreach is to prevent serious injuries and fatalities that can result from improper work practices.
Encroachment Awareness	Many homeowners may not be aware that their property abuts a FirstEnergy ROW or that there are restrictions for use of that land. In 2024, FirstEnergy launched a campaign specifically for those individuals who may be impacted by ROW in order to educate them about the do's and don'ts, including what kind of vegetation can be planted, what structures are prohibited and how to reach out to FirstEnergy for more information.

FirstEnergy maintains peer relationships and participates in industry associations to develop programs aligned with industry best practices and remain in the forefront of public safety advancements. We are continuously improving and expanding our programs to address trends within the industry and across our footprint. For example, in 2024, our Safety team began working with ADMS Analytics to help improve community safety by identifying poles associated with multiple vehicle strikes.

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Charitable Giving and Community Engagement

Aligned with FirstEnergy's commitment to stewardship, we work with local nonprofit organizations and community leaders to support initiatives that promote civic, economic and social well-being. This support includes FirstEnergy Foundation grants, corporate giving and sponsorships, annual giving campaigns and employee volunteerism.

The FirstEnergy Foundation invests in transformative 501(c)3 organizations that enhance the vitality of the communities we serve. The foundation's giving priorities parallel FirstEnergy's business interests and include a focus on housing, hunger, workforce development and education within our region.

The foundation also facilitates robust employee-driven giving campaigns, including the Give Where You Live campaign to support the United Way. This annual campaign exemplifies our dedication to making a positive impact through collective action and giving back to the community, a demonstration of our team's commitment to our shared purpose.

In-kind and monetary donations are also top of mind, especially following an extreme weather event. Staging sites for FirstEnergy operations during storm response often become distribution sites for excess food and supplies at the conclusion of a restoration effort. We donate food, beverages, paper products and other supplies to area food banks, community pantries and other social

service agencies to aid customers as they recover following a storm.

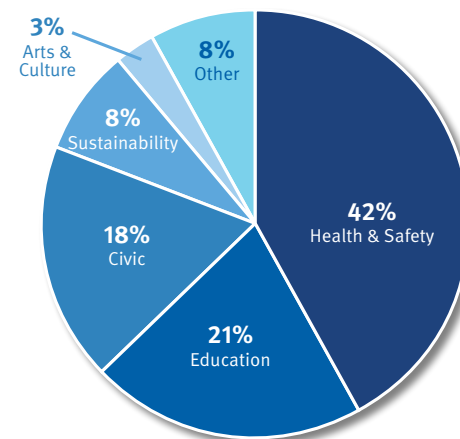
In August 2024, a historic storm knocked out power for over 400,000 customers in Northeast Ohio. Working with the Greater Cleveland Food Bank, the FirstEnergy Foundation donated \$100,000 to provide Cleveland residents with nearly 1,000 shelf-stable meals, with another 2,000 meals going to partner organizations. The grant also helped restock the Mobile Pantry with fresh vegetables once power was restored.

Corporate Sponsorships

We're proud to support sports teams and special events across our service area. From races to reading programs, we're powering fun and beloved traditions throughout our communities.

For example, FirstEnergy has been a major sponsor of the Akron Marathon, Half Marathon and Team Relay since its inception in 2003. The elite race draws nearly 8,000 runners and 100,000 spectators annually and had a \$6 million economic impact to the City of Akron in 2024. We also team up with local sports organizations, supporting important community initiatives like the Akron RubberDucks' annual elementary-school reading program. Since 2012, we've also sponsored the International Soap Box Derby, which welcomed more than 320 competitors from the United States, Canada and Japan in 2024.

2024 FirstEnergy Foundation
Spend by Category



Strengthening the Communities We Serve

FIRSTENERGY FOUNDATION \$6.7M Supporting 552 organizations	HARVEST FOR HUNGER \$263K Providing +1.8M meals to nourish communities
CORPORATE CONTRIBUTIONS \$5.1M Supporting 379 organizations	MATCHING GIFTS \$445K Amplifying 9,169 employee gifts
UNITED WAY CAMPAIGN \$2.1M Supporting 101 UW agencies & 888 employee-choice agencies	EMPLOYEE VOLUNTEERING 26K HOURS Making our communities brighter



Employee Volunteerism

FirstEnergy's commitment to responsible business emphasizes the importance of investing our time and resources to support the communities we serve. Our employees light the way in their communities every day, and our company encourages community engagement through company-sponsored events and our VTO program.

In 2024, FirstEnergy employees contributed over 26,000 hours volunteering for organizations across the company's service territory. These hours, along with robust engagement in employee-driven giving campaigns, are a testament to the commitment, compassion and ownership employees feel as vital members of our communities to make a positive impact on those around them.

Leaders and employees throughout the company are also actively engaged on nonprofit boards and encourage wider community engagement by organizing major fundraising events, including the Walk to End Alzheimer's, the Diversity Center of Northeast Ohio Walk, Rock, Roll and Run and various American Heart Association Heart Walks across our service territory.



Spotlight on Employee Volunteerism

With approximately 34,000 trees planted in 2024, FirstEnergy's Green Teams significantly surpassed their goal of planting 25,000 trees. The Green Teams, who lead tree planting and donation events across FirstEnergy's footprint, are formed by employees in various roles across the organization who volunteer their time together to support environmental causes.



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Economic Development

FirstEnergy's service territory offers an attractive destination for a variety of energy-intensive industries, ranging from automotive and manufacturing to life sciences and data centers. As economic development interest in FirstEnergy's region grows, we are dedicated to promoting initiatives that bring value to the communities and customers we serve, and we're working closely with these industries to ensure they have the power required to support their growth.

Working closely with businesses to help them thrive in our region is an important component of our success. Moving into 2025, our Economic Development team is making several enhancements to better assist businesses in identifying the optimal mix of advantages within the states and regions we serve. This includes access to markets, local suppliers, transportation services, favorable tax rates, a skilled workforce and a competitive energy strategy.

Recognized as one of the nation's leading utilities in promoting large-scale development, FirstEnergy is well positioned to support new residential, commercial and industrial growth — including the power-intensive needs of data centers in our region. From 2023 to 2024, large load studies greater than 500 MW tripled. Using a data-driven approach, our Economic Development and Customer teams continue developing greater insights that will help us provide more value to current and prospective commercial and industrial customers for many years to come.

“Each region we serve is an incredible tapestry. And when a new thread comes along, our job is to know exactly where to place it.”

– Felicia King, Director, Economic Development



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Customer Experience

Our commitment to customers drives our innovation. To help meet or exceed our customers' expectations in all interactions with them, we're using a data-driven approach to develop a more modern, effortless and consistent customer experience. As a result, our customers now benefit from enhanced customer service capabilities, self-service options and payment methods.

Customer-Focused Communications

As part of our efforts to enhance customer experience, we are always working to consistently communicate with our customers, providing them with relevant information and resources that help them manage their electric service. Our Customer Connections eNewsletter for residential customers keeps our valued customers up to date throughout the year. Customers can also follow our [social media accounts](#) to get tips to save energy, manage their electric account and stay safe around electricity; information on bill assistance programs and payment options; a behind-the-scenes look at our employees in action in our communities; and company news. Our electric companies also share updates during significant weather events.

Payment Assistance Programs

We are focused on meeting the needs of our customer base and seeking solutions for everyone we serve. As part of that effort, we

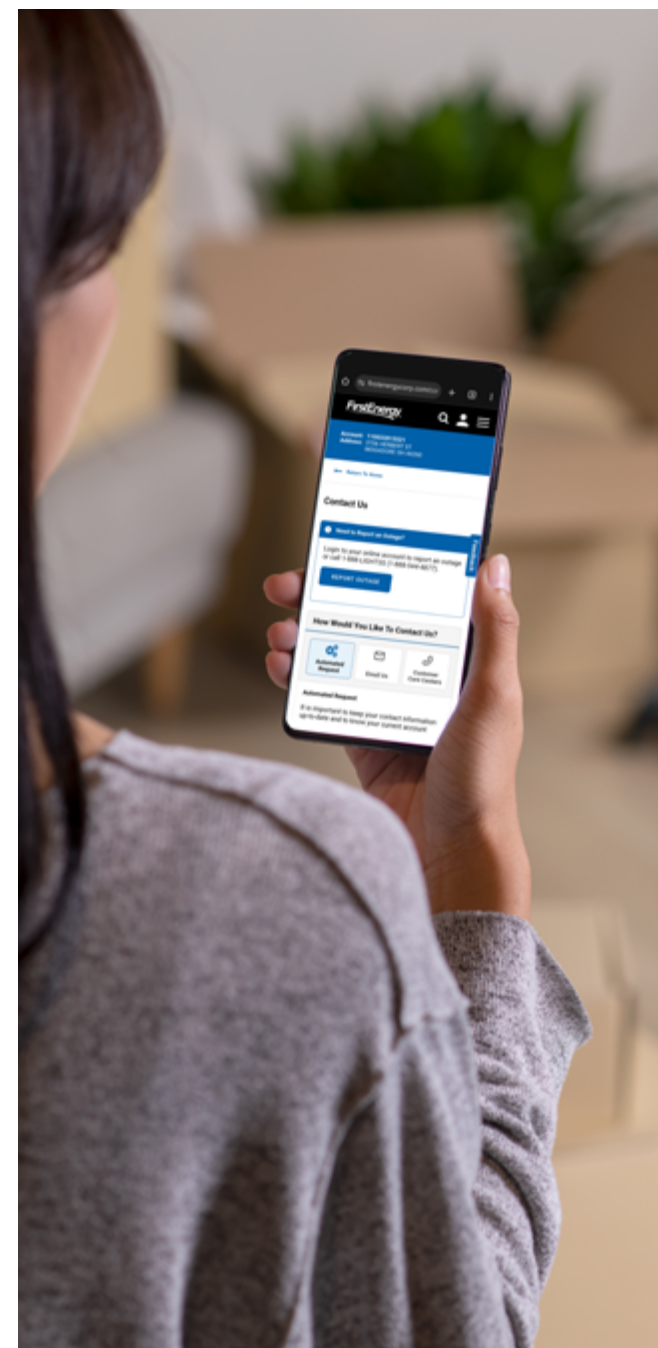
offer payment assistance and emergency support programs to help customers budget monthly payments, pay winter heating bills, catch up on past-due payments and avoid service disconnections. Using our website, customers can search for assistance options based on location, household size and income.

By analyzing historical data, we can pinpoint eligible individuals who may benefit from assistance programs. These programs are specifically designed to support customers who have never participated in these programs before or those facing the imminent threat of disconnection. This proactive approach not only ensures better customer support but also fosters a stronger sense of community and social responsibility while strengthening our commitment to service excellence.



Spotlight on Innovation

FirstEnergy has been using a new cloud-based system to manage customer interactions across one platform. We continue to enable modern features of the new technology to enhance and streamline the customer experience and unlock value.





Sustainable Supply Chain

Our supply chain strategy is focused on championing a culture of responsible business among our employees, promoting supplier diversity and improving our suppliers' performance. We work to implement our strategy while demonstrating high standards for ethics and integrity — all with the goal of driving business unit success and creating value for FirstEnergy.

Our sustainable supply chain strategy includes collaborating with suppliers to achieve our goals and demonstrate the value of a sustainable supply chain, as well as developing a program focused on improving supplier performance, achieving goals and managing supplier risks.

Every day, we purchase goods and services from hundreds of different suppliers, and our local connections make a direct economic impact on the communities where our employees and customers live and work. This proactive business strategy helps to establish a broad and representative supplier base that enables us to keep projects moving.

Supply Chain Ethics, Compliance and Oversight

Ethics and integrity are central to our Supply Chain group. Our Supplier Code of Conduct, [The Power of Collaboration](#), establishes business standards our suppliers must meet in their day-to-day activities and reinforces our expectation that suppliers use good judgment and act with integrity in their business dealings with FirstEnergy. The Supplier Code of Conduct is embedded in the contracts we establish with each of our suppliers and is going through a yearly revision to make it more impactful to readers.

We enhanced our Third-Party Risk Management program which seeks to ensure that risks associated with the use of third parties are identified, understood and appropriately mitigated. For example, we've made improvements by using technological solutions to continuously monitor our suppliers.



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Environmental Impact

We strive to protect the environment by minimizing our impact, improving the sustainability of our operations and finding opportunities to enhance the ecosystems we interact with.

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Environmental Policies, Oversight and Compliance

We expect all employees and contractors to adhere to our environmental policies. We have multiple strategies in place, including an environmental management system, to help ensure we continue to abide by all regulatory compliance requirements. We also provide employee education through tools such as annual training and daily environmental messages for employees.

FirstEnergy's Environmental group focuses on environmental compliance and managing a range of environmental issues, from responsibly handling waste to reducing infrastructure-related risks to avian species. The policies we've established, and their related initiatives, foster employee awareness, provide guidance, define responsibilities and outline our strategy for mitigating environmental impacts.

Environmental Policy

FirstEnergy is committed to protecting and preserving the natural environment while promoting a sustainable future for the customers and communities it serves. As responsible stewards of the natural resources impacted by its operations, the Company is committed to fulfilling this responsibility for current and future generations by conducting its operations in accordance with the principles in this policy.

Environmental Justice Policy

FirstEnergy recognizes its responsibility to address environmental justice with stakeholders, communities, and customers. This policy reflects the Company's intent to actively engage stakeholders in the decision-making process regarding environmental and health issues within its service territory. The Company will continue to refine the policy's strategic framework, which includes procedures, measurements, communication, and implementation.

With these policies as a foundation, board- and executive-level oversight helps ensure the transparency and accountability of our environmental initiatives while also ensuring those initiatives are carefully aligned with the company's strategy and commitment to responsible business.

We also incentivize our environmental performance by including an Environmental KPI metric in the Operations Index of our short-term incentive program. Our Environmental KPI metric tracks any regulatory reportable air emission, water discharge or other unauthorized release that exceeds applicable environmental limitations, conditions and deadlines set by federal, state or local regulations. Our threshold, target and stretch goals for this metric are developed in a

manner to foster continuous improvement. As our trend of KPI events continues to decrease, the targets established also decrease with the stretch goal designed to encourage significant improvement in our commitment to making the environment better. Including these environmental metrics in our Operations KPIs enhances employees' awareness of and attention to environmental compliance and drives continuous improvement across all areas of our business. Please see our data table for our Environmental metrics.

Compliance Excellence

Compliance excellence is a key principle of FirstEnergy's approach to protecting the environment and mitigating the impact of our operations. Various levels of oversight help ensure that we are complying with all federal, state and local laws and regulations applicable across our footprint.

To help ensure compliance with all environmental regulatory requirements, we perform environmental inspections and use an environmental management system for our power generation operations that tracks our regulatory requirements and prompts responsible parties to complete each required task. We use a geo-referenced software to help maintain adherence to our project-based permits and compliance requirements for distribution and transmission projects.

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Biodiversity and Conservation

Biodiversity Commitment and Conservation Practices

As we build and maintain our infrastructure to help ensure reliable electric service for our customers, we collaborate with and support a range of organizations dedicated to habitat conservation across approximately 128,000 manageable acres. Our corporate [Biodiversity Commitment](#) guides our actions to protect wildlife and support habitat conservation. Our commitment includes using IVM best practices to establish and maintain a mixture of grasses, shrubs and other vegetation that yields thriving, biodiverse habitats in our transmission corridors. Through continued collaboration with industry groups and research institutes, we continuously work to improve utility and vegetation management best practices.

Integrated Vegetation Management

As of January 2024, FirstEnergy is one of only nine electric companies in the country to be recognized as a fully-accredited ROW Steward for our Integrated Vegetation Management practices by the Right-of-Way Stewardship Council (ROWSC). As the largest electric utility to be recognized, we're proud to be named an industry leader in responsible ROW management, and we'll continue to promote the use of IVM in our transmission corridors, improving habitats and providing ecological benefits for pollinators and other wildlife as a result.

Our Vegetation Management team employs IVM to evaluate our transmission corridors and assess tall-growing, woody vegetation that can interfere with transmission lines and equipment. The team develops and implements corresponding controls such as herbicide application, manual pruning and mowing, removing trees and brush as necessary.

The tracking and reporting of herbicides through our CCC process sets high standards for our IVM program. Using this standardization process across the entire system enhances safety and productivity, improves compliance priorities and public education, and decreases liability.

Our IVM process aligns with our Biodiversity Commitment and includes the use of ecologically focused management practices that foster compatible, low-growing and biodiverse plant communities that require less maintenance in the long run. This helps us reduce costs and provide more reliable service to our customers.

IVM also enables FirstEnergy to use our extensive transmission corridors to enhance a healthy population of bees, butterflies and other pollinating insects, which play a critical role in sustaining a healthy environment. We believe well-managed rights-of-way that exceed minimum standards of care can provide the food and cover that wildlife needs



Spotlight on Green Initiatives

In 2024, FirstEnergy celebrated a milestone in its commitment to the environment — planting our 100,000th donated tree. The achievement came fewer than five years after we launched our tree planting and donation program in 2020. With half of our plantings focused on underserved and overburdened neighborhoods within our service areas, the program helps improve neighborhood aesthetics and air quality while providing shade by increasing the tree canopy.



to survive. The New Construction team has also promoted diverse, early successional habitats of native species, spreading region-specific pollinator seed mix in place of traditional grass mixes across our footprint.

Avian Protection

Birds of prey, like ospreys and eagles, often seek out our utility poles and transmission towers to build their nests and perch. These tendencies place the birds near energized electrical equipment, which jeopardizes their well-being and potentially cause power outages. Because our utility infrastructure naturally attracts larger raptors, we have a long-standing commitment to protect birds of prey from harm that can result from contact with our equipment.

FirstEnergy's Environmental team and utility personnel routinely inspect power equipment, like utility poles, substations and transmission towers, for bird nests. Our avian protection process helps us identify and respond efficiently to bird activity along our power lines. Our drone team often plays a key role in our avian protection process, using drones to safely evaluate the situation while maintaining required buffers and not disturbing nests that may contain eggs. This provides us with key information on how to handle the situation and plan the next steps.

Over the past five years, FirstEnergy and its electric companies have completed more than 100 projects to protect birds of prey, like eagles and ospreys. The work includes installing nesting deterrents or perch arms near electrical equipment where birds prefer to nest or temporarily rest, insulating power lines near perch or nest locations and adding large, bright visual markers on power lines to alert birds to the wires.



Spotlight on Conservation and Pollination

As part of our commitment to be good stewards of our environment and communities, we introduced an initiative in 2020 to create and maintain pollinator gardens across FirstEnergy's footprint. The program aims to replace traditional grass seed with native pollinator seed mixes after initial clearing activities on the ROW.

As of year-end 2024, our employees have helped create 41 community pollinator gardens and meadows, as well as 28 pollinator gardens at FirstEnergy locations. We've achieved our goal to create 225 acres of biodiverse habitats on utility ROW and company properties across our service area by 2025 — planting more than 242 acres of newly created pollinator habitat.



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Waste Management

Waste Management and Reduction

Providing our customers with reliable electricity requires that we responsibly and effectively manage the waste that results from our operations as we also find ways to minimize future waste and expand our recycling and reuse efforts. Waste streams at FirstEnergy include, but are not limited to, municipal waste, universal waste and hazardous waste. We work to reduce, reuse and recycle the waste we generate through several initiatives including the programs described below. As part of our commitment to compliance excellence, we track waste generated from our operations and submit periodic reports to regulatory agencies.

Utility Pole Recycling Program

Wood utility poles are one of FirstEnergy's largest waste streams, contributing thousands of tons of waste each year. Through our [Wood Pole Diversion Program](#), all operating companies across FirstEnergy's service territory now divert the poles from landfills into various reuse and recycling options available in each state. Since the beginning of the pilot phase, we have diverted over 7,500 tons of wood poles, which found new life in farmers' fields and parks or were milled into lumber.

Recycling and Investment Recovery Program

At our Investment Recovery Department, located at the Miles Service center, we manage the company's surplus assets, primarily wire and cable, through reuse, refurbishment and sale. By repairing or processing material and products for reuse, we reduce new material purchases while creating less landfill waste and mitigating our environmental impact.

In 2024, our Investment Recovery employees recycled over 1,500 wooden reels and respooled 450 reels of cable and wire for reuse throughout the company. They also processed over 3.3 million pounds of scrap metal, wire and cable that was sold for a net benefit of \$2.8 million.

Consumer and Electronic Waste Recycling Programs

Across our companywide operations, FirstEnergy recycles company electronic waste, such as computers and phones.

2024 Recycling Efforts

25 tons
Recycled e-waste

422 tons
Recycled shredded paper¹

1,503 tons
Recycled, single-stream recyclables²

1. Excluding single-stream paper

2. Such as paper, cardboard, plastic and mixed metals



Spotlight on Restoring and Repurposing Land for Beneficial Use

FirstEnergy is proud to repurpose otherwise unusable land for renewable generation in West Virginia. Mon Power and Potomac Edison have situated the Rivesville solar site on a closed ash disposal site formerly used for the retired Rivesville Power Station. The Marlowe solar site is located on a reclaimed ash disposal site formally used by the retired R. Paul Smith Power Station. Pending approval, the Davis solar site will be located on a reclaimed strip mine.

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Water Management

Our Approach

Though we do not operate in a critical water area, water is essential to our operations. Our water management approach focuses on both water quantity and quality — and serves as a prime demonstration of our commitment to environmental stewardship.

We maintain a rigorous compliance process to meet all permitting rules and regulations. In accordance with our 24 facility National Pollutant Discharge Elimination System permits, we closely monitor a wide range of quantity and quality metrics and report findings to Department of Environmental Protection agencies of New Jersey, Ohio, Pennsylvania, Maryland and West Virginia. We also strive to comply with all federal, state and local permits required for our transmission and distribution projects.

Power Generation Water Quantity Management

Water quantity management involves ensuring we have enough water to run our two regulated coal-fired power plants, reducing water withdrawal and use where possible, and monitoring water releases to help ensure we're doing our part to use water responsibly in our communities.

Both of our regulated coal-fired plants — Harrison and Fort Martin — function with 100% closed-cycle cooling systems (with cooling towers), which use approximately

90% less water compared to once-through, open-cycle cooling systems. This has helped our regulated generation fleet avoid about 90 billion gallons in water withdrawals every year, reducing our use of this important natural resource.

We also run additional reuse processes at both Harrison and Fort Martin to further minimize water use at the plants. At Harrison, we collect landfill wastewater — called leachate — and recycle 50% for use in the scrubber while carefully treating the rest before safe release to the West Fork River. This process reduces the amount of water we withdraw from the river for use in the scrubber by about 144,000 gallons per day, or approximately 52.5 million gallons annually. At Fort Martin, we run a similar recycling project to return leachate for use

in the cooling tower, which reduces the amount of water we withdraw from the local river by about 88,200 gallons per day, or approximately 32 million gallons annually.

Power Generation Water Quality Management

Water quality management involves closely monitoring the contents of water used at our two plants, carefully managing wastewater, and appropriately cleaning and treating water to remove metals and other compounds before release. We monitor water releases to help ensure we're protecting surface water and groundwater in the areas where our plants operate and aligning with compliance standards set by the West Virginia Department of Environmental Protection and U.S. Environmental Protection Agency.



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The scrubber process at our Harrison plant is a zero-discharge system, which means we release no water as part of those operations. Maximizing the benefit of this system, a portion of the landfill leachate water at Harrison is consumed in the zero-discharge process while the remainder is treated before release. At Fort Martin, we use sophisticated water treatment methods to remove metals and other compounds before release.

Transmission and Distribution Water Management and Protection

In our transmission and distribution operations, we also take special care to minimize our impact on the quantity and quality of natural water resources.

During the planning and siting of projects, we employ a permitting review process to minimize environmental impacts of construction activities and daily operations. While conducting that process and pursuing the permits required by federal, state and local regulations, we survey for sensitive environmental resources. This survey also assesses the area for potential rare species' habitats located in and around existing and proposed ROW.

Our top goal is always to avoid any impact on wetland and stream habitats. First, we evaluate project plans alongside the wetland and stream data collected from field surveys. After careful consideration, we then choose options and construction practices that avoid any sensitive resources identified in the field survey. However, when it is impossible to

avoid a habitat, we take action to minimize and mitigate potential impacts, as warranted.

Additionally, we develop storm water pollution prevention plans as part of our transmission and distribution project planning process. These prevention plans are project specific and rely on best practices for both preventing erosion from stormwater runoff and protecting the quality of local waterways and tributaries from construction-related silt and sediment. Plans are developed by our Environmental group and provided to the Construction & Design Services group for implementation, and we manage a compliance monitoring program to help ensure compliance with all applicable stormwater pollution prevention rules and regulations.





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Non-GHG Air Emissions

We strive to mitigate our environmental impact and increase the sustainability of our operations. Additionally, we have invested in environmental controls to reduce the impact of non-GHG emissions resulting from electricity generation at our two regulated coal plants.

Fort Martin Power Station Environmental Measures

At Fort Martin, each unit has a scrubber system that removes just under 98% of the sulfur dioxide (SO₂) emissions. As part of the scrubber system, a Physical-Chemical Wastewater Treatment System removes solids and metals from the scrubber wastewater. The scrubbed flue gas produces a steam plume that is carried from the units through a chimney.

The station is also equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99% of the fly ash from flue gases, and low nitrogen oxides (NO_x) burners, which reduce NO_x emission by 50%. We've also installed GORE technology on both units to aid in mercury reduction.

In addition, each unit is equipped with a hyperbolic cooling tower that reduces the temperature of approximately 250,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.

Harrison Power Station Environmental Measures

We have also invested in Harrison's environmental control systems. All three units are equipped with a scrubber system, located between the boilers and the chimney, that remove more than 98% of the SO₂ emissions. In addition, Harrison uses a hydrated lime injection system to reduce sulfur trioxide (SO₃).

All three units are equipped with low NO_x burners and selective catalytic reduction (SCR) systems for removal of nitrogen oxides from the flue gases. The SCR systems transform nitrogen oxides into nitrogen, which becomes part of the ambient air and water. These systems remove at least 90% of nitrogen oxide emissions from the flue gas.

In addition, Harrison is equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99% of the fly ash from flue gases. In addition, each of the two hyperbolic cooling towers reduce the temperature of approximately 270,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.



Governance

Our approach to governance includes maintaining oversight of significant company issues and strengthening risk management; building a strong, centralized corporate compliance program; ensuring a culture of ethics and integrity; continuing stakeholder engagement efforts; and providing consistent, transparent disclosures.

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Board of Directors

Our Board of Directors provides oversight and guidance to help FirstEnergy execute its business strategy, including key corporate responsibility initiatives, and fulfill the company's mission to make customers' lives brighter, the environment better and our communities stronger. As part of that effort, the Board also provides oversight and guidance on environmental, social and governance topics significant to the company while ensuring our business strategy, goals and decision making reflect and align with our corporate responsibility priorities. In addition, the Board collaborates with our management team to keep integrity and safety central to everything we do, drive accountability across the company and increase transparency with our stakeholders.

The Board has five standing committees, each of which solely comprise independent directors where required by our corporate governance policies, the New York Stock

Exchange listing standards and applicable Securities and Exchange Commission rules. Each committee has clear roles and oversight responsibilities as described in their charter's linked below:

- [Audit Committee](#)
- [Compensation Committee](#)
- [Governance, Corporate Responsibility and Political Oversight Committee](#)
- [Finance Committee](#)
- [Operations and Safety Oversight Committee](#)

Additionally, our [Corporate Governance Policies](#) and Board committee charters describe duties and responsibilities with respect to ethics and integrity, including governance practices and guidance for making organizational changes within the Board.

Please see our [Board of Directors](#) page for additional details, including biographical information and expanded oversight responsibilities. For information on our current directors' attributes, experience, qualifications and skills, please view the skills matrix provided in our [Proxy Statement](#).

Director Composition



Spotlight on Board Representation and Qualifications



Board members are highly qualified individuals, representing a balanced mix of tenure, thought, perspective, background and experiences. The Board is periodically refreshed with the addition of candidates whom we believe bring new ideas and fresh perspectives into the boardroom.



Ethics and Compliance

Ethics and Compliance Oversight

Integrity is as foundational to our business as safety, and our Board works in lockstep with the company's management team to help ensure a culture of ethics and integrity in line with FirstEnergy's corporate policies and Code of Conduct. All our leaders and employees play a critical role in creating an environment where our business practices include helping individuals do the right thing and treating our coworkers, customers and communities with respect.

FirstEnergy's Code of Conduct, *The Power of Integrity*, lays the foundation for what we expect from all employees and reflects our collective commitment to keep integrity at the forefront of everything we do.

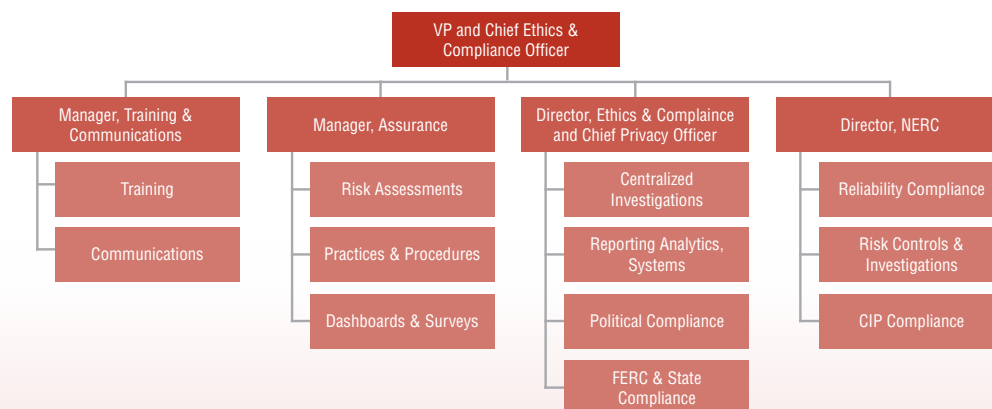
The Power of Integrity applies to all FirstEnergy employees, officers and directors, regardless of role, seniority or tenure at the company. All employees hold responsibility for understanding and following the Code, and anyone whose actions are found to be inconsistent with it will be held accountable and may be subject to disciplinary action. Our incentive compensation program includes an ethics and compliance performance modifier for all non-bargaining, non-physical employees to drive employee accountability and reinforce the importance of a strong culture of ethics and integrity.

Compliance Program Overview

The Office of Ethics & Compliance (OEC) oversees compliance across the organization, specifically focusing on related assurance, training, and communications. Under its guidance, we continue to embed a culture of uncompromising integrity and ethical behavior throughout the company. Key components of our efforts include:

- Centralizing compliance assurance activities within a single organization under the leadership of the Chief Ethics and Compliance Officer.
- Building strong compliance processes, policies and controls.
- Strengthening the channels for concern reporting and further maturing our processes to address concerns.
- Seeking continuous improvement by monitoring, benchmarking and incorporating an independent assessment of our program.
- Increasing transparency and accountability around FirstEnergy's political and public policy engagement.

Centralized Compliance Approach



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At the end of 2024, Ethisphere awarded FirstEnergy Compliance Leader Verification™ status for 2025 and 2026. This designation reflects that FirstEnergy's corporate ethics and compliance program, initiatives and corporate culture meet or exceed stringent criteria reflective of best practices.

Employee Training and Communications

As we mature, we continue to implement more robust, best-practice approaches to training and communications on ethics and compliance issues. We request feedback from employees on how to improve, and these insights can lead to changes and enhancements to the program. This approach helps ensure consistent understanding and implementation of expectations.

The OEC leads training on the compliance processes, policies and controls we have in place, such as the Code of Conduct, gifts and entertainment requirements, conflicts of interest and reporting concerns.

Employee feedback can be an important guide for developing content updates, and the training modules for both the Code of

Conduct and Concerns Management for Speak-Up Resources have seen important changes as a result.

The Ethical Perceptions Survey

FirstEnergy conducts an Ethical Perceptions Survey to better understand employee perceptions of ethics and compliance (E&C) issues and culture. Leaders share survey insights with employees and implement action plans to promote continuous improvement. The survey measures employee perceptions aligned to the following eight pillars of ethical culture:

- Awareness of the E&C Program and Resources
- Perceptions of the Function
- Observing and Reporting Misconduct
- Pressure
- Organizational Justice
- Manager Perceptions
- Perceptions of Leadership
- Perceptions of Peers and Environment

Ethics and Compliance Concern Reporting

Our employees share a responsibility to foster and contribute to a culture that places compliance, ethics and integrity at the forefront of everything we do. That responsibility requires that employees act with integrity and speak up when they see or suspect a violation of the law, The Power of Integrity, or company policies, procedures or practices. Employees with information about an actual or suspected violation have



an obligation to bring that concern to the company's attention.

We strive to make it as easy as possible for employees to ask a question or report a concern. The following channels are available and identified in The Power of Integrity: the employee's own Supervisor, another Supervisor (of any level), the OEC, Human Resources, Legal, Internal Audit, Corporate Security, Executive Council and the Board of Directors.

In addition, we maintain anonymous reporting channels that are visible and widely available to employees. Employees who wish to report anonymously can do so by contacting our Employee Concerns Helpline or by going to the EthicsPoint website.

The Employee Concerns Line and EthicsPoint website are managed by an independent third-party organization that helps personnel communicate sensitive, and sometimes confidential, information to the company. The organization is staffed by professionals who are trained to protect anonymity and handle concerns discreetly and confidentially.



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Political and Public Policy Engagement

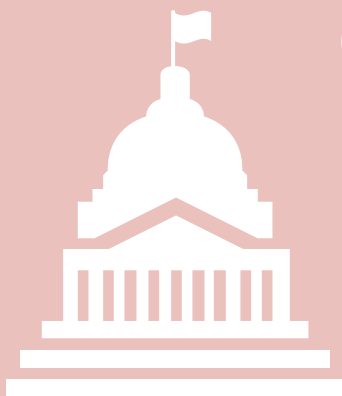
As an electric company obligated to provide reliable and affordable power to customers, FirstEnergy has a legitimate stake in public policy outcomes and a responsibility to advocate for public policy issues that impact the company and its stakeholders. Our approach also includes oversight and disclosure of the company's advocacy. We engage thoughtfully and responsibly as we advocate for our interests and attempt to effect positive change for the customers and communities we serve.

[Our Political & Public Engagement Policy](#) guides that principled engagement by providing strong, clear expectations for the company, its directors, officers, employees and those acting on the company's behalf. In addition, in conjunction with the responsibilities of the full Board, the Governance, Corporate Responsibility and Political Oversight Committee Charter includes robust oversight requirements of the company's Political and Lobbying Action Plan.

Corporate Engagement Report

As we develop FirstEnergy's strategies, programs and positions regarding a variety of issues that affect the company, we seek insight from various stakeholder groups, including local, state and federal policymakers, consumer and small-business advocates, peer utilities, customers, investors, NGOs, chambers of commerce, trade associations and most importantly, our customers. We are committed to considering and balancing all our company's strategies and goals when assessing and developing our positions on proposed legislation and regulations.

Our [Corporate Engagement Report](#) provides insight into our public policy engagement and advocacy in alignment with our commitment to the highest standards of business conduct and ethical behavior as the foundation for achieving our mission. The report also encompasses information related to direct and indirect lobbying activities, including contributions to 501(c)(4) organizations and to 501(c)(6) trade organizations, where membership dues exceed \$25,000. That includes an evaluation of any pertinent alignment between those organizations and our climate position and strategy.



“FirstEnergy has a responsibility to advocate for public policy issues that impact the company and our stakeholders — especially our customers. **We are proud to be recognized for our dedication to robust oversight and disclosure of our political engagement activities, including a higher degree of involvement from our Board of Directors.** As a Model Code Company, we will continue to practice responsible corporate citizenship, exhibit integrity and transparency and drive positive change for our customers and communities.”

— Antonio Fernández, FirstEnergy Vice President and
Chief Ethics & Compliance Officer



Stakeholder Engagement

Our Approach

Engaging with stakeholders is essential to safely, reliably and affordably meeting our customers' needs and achieving our vision for a more innovative and sustainable FirstEnergy. We engage with a wide range of stakeholders, including employees, customers, investors, NGOs and others. These engagement efforts help us to build important relationships, capture different perspectives and inform our strategies, programs and policies on various issues.

Stakeholder Engagement Efforts

We're committed to communicating clearly and openly with our stakeholders. The engagement efforts described below help ensure we operate with the needs and concerns of our employees, customers, investors, community members and others in mind.

- **Employees:** We recognize that our employees drive our strategy, culture and company forward. With robust employee engagement, we can effectively attract, develop, engage and retain an inclusive and high-performing workforce that is motivated to contribute to FirstEnergy's success.
- **Suppliers:** We thoughtfully engage with our suppliers to help improve their performance and achieve our vision for a diverse, sustainable and highly ethical supply chain that drives business unit success and creates value for FirstEnergy.
- **NGOs:** We recognize the importance of engaging with various entities on a range of topics, including resource adequacy, infrastructure needs, clean energy, electrification, energy efficiency and environmental stewardship.
- **Investors:** We believe it's crucial to engage regularly with our investors to help ensure we consider, and effectively address, the topics that matter most to them.
- **Customers:** We're committed to providing safe, reliable and affordable electricity while making our customers' lives brighter. We strive to provide a superior customer experience by continuing to identify opportunities to enhance and improve our existing services while also anticipating future customer requests and technology needs.
- **Communities:** We believe the greater good is better business and seek to develop sustainable relationships with nonprofit partners to advance our philanthropic and stewardship goals. Financial investments are leveraged to build stronger, healthier and more vibrant communities.



Spotlight on Community Engagement

We demonstrate our commitment to our community through our transmission project siting process. FirstEnergy holds public information meetings, staffed with FirstEnergy professionals across various departments, to engage with stakeholders. FirstEnergy meets individually with local, state and federal officials and their staff; local chambers of commerce and other community organizations; and individual customers to provide opportunities for input on the community impacts of our projects.

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Shareholder Outreach

FirstEnergy has a long history of meaningful, robust engagement with our shareholders. We believe consistent, transparent dialogue is essential to understand investor feedback on a broad range of issues, providing valuable insights for our Board, its committees and our management team into investor perspectives and priorities.

In addition to our proactive shareholder engagement throughout the year, our management team participates in numerous investor conferences, and in both one-on-one and group meetings.

We periodically meet with institutional shareholders to discuss a variety of topics including:

- Our strategic vision
- Board oversight of corporate governance
- Climate matters, energy transition and sustainable investments
- Federal and state regulatory matters spanning our five-state service territory
- Financial and operational performance
- Executive compensation
- Company culture
- Our political, lobbying and public policy practices

Representatives who participated in these meetings over the past year have included Board members, our CEO and leaders from the Corporate Secretary, Finance, Human Resources, Corporate Responsibility and Investor Relations departments.



“Electricity powers more than just homes and businesses — it powers our way of life. To build infrastructure that works best for communities, we first build relationships in communities. At FirstEnergy, we actively seek out voices, hosting dynamic stakeholder sessions both in person and online. Experts from every corner of our company come together to listen, learn and collaborate — so our work better reflects the values, needs and aspirations of the people we serve.”

— Amanda Mertens Campbell
FirstEnergy Vice President,
External Affairs



Enterprise Risk Management

Managing risks and opportunities — from those related to evolving regulatory and market conditions to those associated with climate change — is a vital component of our company's governance and oversight functions. Our comprehensive ERM program helps ensure we understand and mitigate potential risks that could have an impact on our business and key stakeholders while capitalizing on opportunities that align with FirstEnergy's mission and business strategy.

Risk Management Oversight

The ERM process is overseen by FirstEnergy leadership, the Board and its committees. Risk and opportunity management strategies are presented to the Board committees on a short- and long-term basis, which enables each committee to play an active role in the oversight process.

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Risk Management Process

Our ERM framework consists of identification and assessment of the company's full enterprise-wide risk profile, clear risk ownership and mitigation accountability, and continual monitoring and reporting. It also enables the identification and capture of strategic opportunities.

- **Risk Identification and Assessment**

As part of our ERM identification and assessment process, we categorize risks according to our risk taxonomy — strategic, financial, operational, compliance and litigation, and reputational. With subject matter expert support, we then assess risk size and scope and make risk prioritization decisions by quantifying potential impact, identifying time horizon for onset and assessing likelihood of occurrence.

A summary of FirstEnergy's current material risks, including climate-related risks, are included in our [Annual Report](#).

- **Monitoring and Managing Risks**

Oversight and accountability are key facets of our ERM process for monitoring and managing risks. We assign risk owners as well as responsibilities for control and mitigation of risks. The Corporate Risk department works with those owners cyclically as part of our ERM process to evaluate risk controls and make any necessary management adjustments.

To understand the key risks that are managed through the ERM process, please view the risk factors included in the Annual Report and our 10-Q filings, which are posted on our [Investor Relations website](#). For details regarding how climate risks are integrated into our ERM program, please read our [climate story](#).

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Physical and Cybersecurity

FirstEnergy is committed to protecting its employees, customers, facilities and the ongoing reliability of the electric system. We work closely with state and federal agencies and our peers in the electric utility industry to identify physical and cybersecurity risks, exchange information and put safeguards, including training, in place to comply with strict reliability and security standards. From a security standpoint, the electric utility sector is one of the most regulated industries. We have comprehensive cyber and physical security plans in place, but we do not publicly disclose details about these measures that could aid those who want to harm our customers, our employees or our assets.

Cybersecurity Oversight

FirstEnergy has established a broad framework to assess, identify and manage material risks from cybersecurity threats. This program is established at the executive level, with regular reporting to, and oversight by, the Board as described below. At the highest level, FirstEnergy's program includes multi-layered governance by management, the Audit Committee, the Operations and Safety Committee, and the Board, as described below and in greater detail within the [Annual Report](#).

Board-Level Oversight

- The Board of Directors is responsible for overseeing cybersecurity and receives updates from the Vice President, Cyber Security, and Chief Information Security Officer (CISO) at a scheduled cadence.
- The Board's Audit Committee reviews cybersecurity risk management practices and the Operations and Safety Oversight Committee reviews cybersecurity operational performance, primarily through reports provided by management, and reviews the steps taken to monitor, control and mitigate cybersecurity risks.

Executive-Level Oversight

- The Vice President, Cyber Security, and CISO provides regular cybersecurity reports to the Board of Directors at scheduled Board meetings and regularly updates the Audit Committee and Operations and Safety Oversight Committee on a range of cybersecurity topics.
- A collaborative cross-departmental committee, comprised of leaders from various business units, including Risk, Internal Audit, Information Security and others, meets monthly to review and assess security metrics, major security projects and security-related industry trends.

Cybersecurity Team

- Led by the Vice President, Cyber Security, and CISO, this team is responsible for managing and implementing the cybersecurity strategy, as well as training and education for all employees and contractors.
- The team is tasked with incident response and root cause analysis; vulnerability management; risk assessments; regulatory compliance; security application support; monitoring and alerting; and support and configuration of cybersecurity hardware and software.





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Cybersecurity Strategy and Process

FirstEnergy leverages industry best practices to protect its information assets and employs a layered defense-in-depth cybersecurity strategy. The concept behind this strategy is that if one layer of defense does not stop an attack, there are other layers of additional security measures in place.

We are continuously and proactively identifying and mitigating cybersecurity threats — not simply reacting to them. As part of our cybersecurity efforts, we are:

- Deploying devices that provide physical and electronic protections, logging and monitoring.
- Using data analytics to help detect and mitigate potential threats.
- Implementing third-party tests that use “friendly” hackers to attack our network, so we can validate our technical cybersecurity control effectiveness and address any deficiencies we identify.
- Leveraging available threat intelligence to monitor for the latest techniques used by attackers.

To support the need for continuous monitoring and detection, our Transmission Security Operations Center (TSOC) uses a unique set of technologies to assess security events from a physical, cyber and operational technology perspective. The TSOC is responsible for performing threat analysis; conducting investigations; analyzing security metrics and trends; reporting to company leadership; and sharing security information with industry, government and regional partners.

Cybersecurity Education and Training

Education and training for employees is critical to our cybersecurity program. All employees are required to successfully complete annual cybersecurity awareness training, which includes education on email and text-based phishing.

In addition to these required annual trainings, we test personnel continuously with simulated phishing scams to help verify they can identify and avoid such attacks. Additional training is assigned as needed.

Cybersecurity policy training and elevated user training are required for all employees who are approved for elevated levels of access to systems or information as a required job function.

Beyond official training, we regularly educate our employees on cybersecurity matters. We provide ongoing educational content through our internal portal and periodic educational presentations.





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Mitigating Physical and Cyber Risk Exposure

Over the past several years, we have witnessed a significant increase in the frequency, scope and sophistication of physical and cybersecurity attacks on critical infrastructure. FirstEnergy invests heavily in innovative and layered security measures that use both technological and physical barriers to protect critical transmission facilities and our digital communications networks.

As we modernize the grid with smart technologies, for example, the operational benefits come with increased risk of potential threats. Digital systems like Supervisory Control and Data Acquisition devices (used to remotely monitor our systems in real time), smart meters and internet-enabled streetlights offer significant improvements in operations. But they also increase the number of points where malicious actors can try to gain access and compromise larger systems. To mitigate these potential threats, we build in additional safeguards to protect our networks.

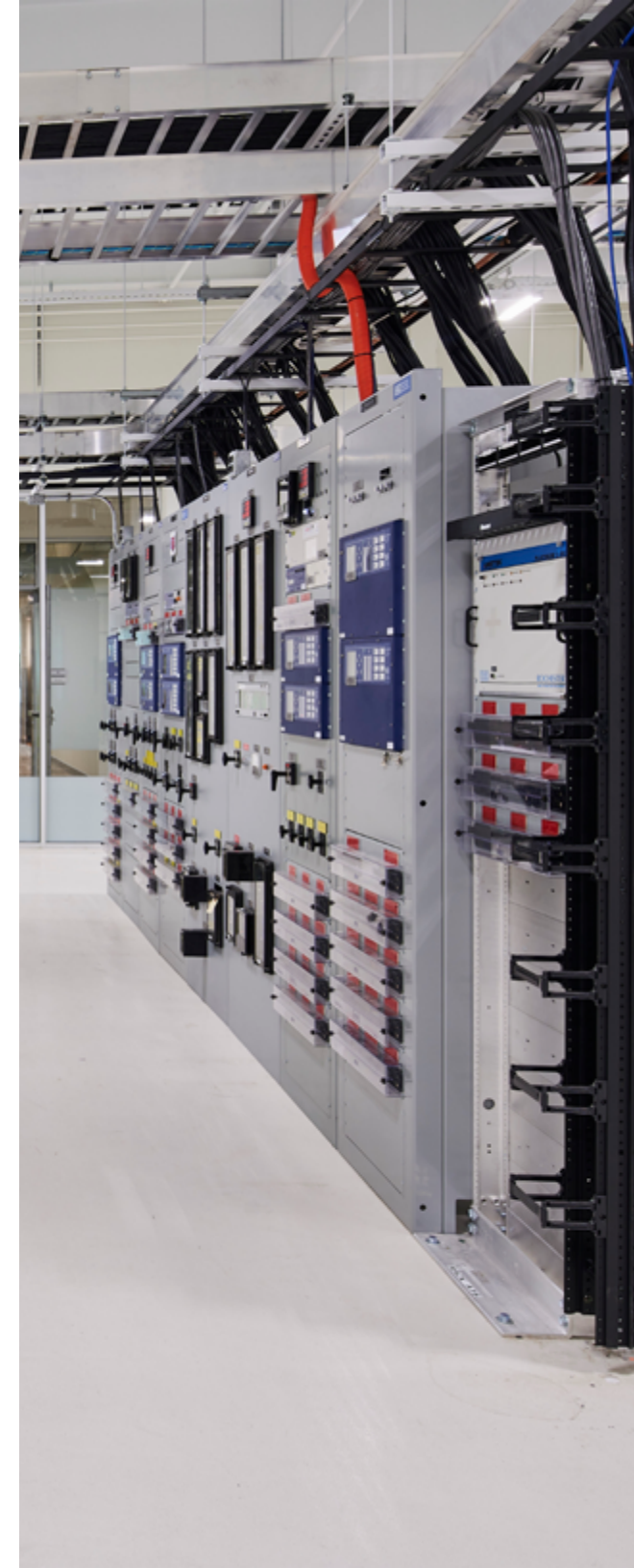


Spotlight on Security

Threats don't always come directly from the internet. Physical access to critical systems is also closely monitored, and we regularly perform vulnerability assessments at sites across our footprint. Substations and other critical infrastructure locations are increasingly protected with physical barriers, surveillance technology and around-the-clock monitoring at our Security Operations Center.

Data Privacy and Protection

FirstEnergy has several policies and programs in place for the protection of sensitive information and the retention of company records. These guide employees on how to identify, classify and dispose of company records. Examples of these include the Enterprise Records Retention Policy, Sensitive Information Policy, Secure Disposal of Sensitive Information Policy, and Customer Privacy Practice. In addition to these practices and programs, FirstEnergy also has Federal Energy Regulatory Commission (FERC) and North American Electric Reliability Corporation (NERC) programs in place to enforce reliability standards for the North American bulk-power system and meet compliance requirements for the protection of sensitive information.



Data Table

	2022	2023	2024
Energy			
Owned Nameplate Generation Capacity (MW)			
Coal	3,082	3,082	3,082
Solar	0	0	24.4
Owned Gross Generation (MWh)			
Coal	18,398,665	16,872,328	15,665,952
Solar	0	0	29,937
Owned Net Generation (MWh)			
Coal	17,012,345	15,560,555	14,478,601
Solar	0	0	29,937
Purchased Net Generation (MWh)			
Total Wholesale Electricity Purchased ¹	53,770,947	48,931,914	46,732,410
Emissions			
GHG Emissions: (MT CO₂e)			
Scope 1 ²			
Stationary Combustion	16,401,242	15,088,854	13,905,260
Mobile Sources	47,072	38,194	38,651
Fugitive Emission (SF ₆)	87,311	80,316	74,823
Scope 2 ^{3,4}			
Losses related to Transmission and Distribution ⁵		1,085,707	738,901
Company Facility Usage ⁵		55,154	63,984
Scope 3			
Purchased Goods / Services and Capital Goods ⁵		1,351,879	2,280,908
Fuel and Energy-Related Activities ⁶	31,804,539	22,866,447	16,004,265
Waste Emissions	18,752	19,362	22,175
Business Travel	7,156	6,676	6,945
Other Air Emissions (MT)			
Total Nitrogen Oxide (NO _x) Emissions	11,175	9,082	9,536
Total Sulfur Dioxide (SO ₂) Emissions	17,822	16,358	14,596
Total Mercury (Hg) Emissions	0.06	0.05	0.05
Emissions Intensity (lbs. CO₂e/net MWh)			
Power Deliveries to Customers of FirstEnergy's Operating Companies ⁷	936	733	744
Emissions (MT CO₂e/net MWh)			
Owned Generation CO ₂ e Emissions Intensity	0.964	0.970	0.958

Data Table *continued*

	2022	2023	2024
Waste			
Waste Products			
Non-Hazardous Industrial Waste Generated (MT)	15,441	30,078	45,203
Non-Hazardous Municipal Waste Generated (MT) ⁸	10,015	10,328	10,296
Hazardous Waste Disposed (MT)	5.90	4.99	4.40
Coal Combustion Residuals (CCR) Generated (MT)	2,761,340	2,374,460	2,173,220
Percent CCR Recycled	21%	20%	19%
Total CCR Impoundments	1	1	0
Environmental Compliance			
Number of Notice of Violations (NOVs) and Environmental Excursions	3	11	11
Water			
Fresh Water Resources			
Total Withdrawals (ML)	64,116	60,197	62,797
Generation Fresh Surface Water Withdrawals (ML)	34,613	31,299	32,430
Total Discharges (ML)	51,037	49,414	52,300
Total Consumption (ML)	12,200	10,783	10,497
Number of Water Permit Non-Compliance Events with Fines	1	11	0

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	2022	2023	2024
Customers, Community and Economic Impact			
Reliability Performance			
Transmission Outage Frequency (TOF)	.34	.29	.27
System Average Interruption Duration Index (SAIDI)	206.95	189.57	249.93
System Average Interruption Frequency Index (SAIFI)	1.28	1.12	1.43
Customer Average Interruption Duration Index (CAIDI)	161.28	169.66	174.21
Customer Average Interruption Frequency Index (CAIFI) ⁹	1.91	1.91	2.19
Customer Service Metrics			
First Contact Resolution	65.0%	60.6%	50.7%
Customer Satisfaction	77.5%	78.0%	72.0%
Customer Effort Score	77.4%	74.0%	66.0%
Number of Residential Customer Electric Disconnections for Non-Payment	148,580	173,273	189,943
Customer Contact Center Metrics (M)			
Number of Customer Transactions	44.0	38.1	40.3
Number of Customer Calls	6.3	6.1	6.7
Retail Electric Customer Count at End of Year			
Residential	5,446,307	5,472,307	5,497,855
Commercial (including streetlight customers)	744,683	749,202	755,041
Industrial	23,087	22,316	19,097
Spend with Diverse Suppliers (\$M)	\$385	\$465	\$598
Percent Diverse Supplier Spend	12.4%	13.0%	13.6%
Spend with Local Suppliers (\$M)	\$1,480	\$1,663	\$1,618
Percent Local Supplier Spend	47.5%	45.0%	36.8%
Electric Distribution Deliveries (MWh in thousands)			
Total Electricity Delivered to Residential Customers	55,995	52,216	54,631
Total Electricity Delivered to Commercial Customers (including streetlight customers)	36,317	34,891	39,021
Total Electricity Delivered to Industrial Customers	55,169	55,541	52,950
Transmission and Distribution (Circuit Miles)			
Transmission	24,080	24,114	24,143
Distribution	274,518	275,760	252,244
FirstEnergy Foundation (\$M)			
FirstEnergy Foundation Giving	\$9.19	\$5.88	\$7.24
Investing in the Future			
Incremental Annual Electricity Savings from Energy Efficiency Measures (MWh)	584,961	652,208	767,789
Incremental Annual Investment in Electric Energy Efficiency Programs (\$M)	\$122	\$121	\$201
Percent of Total Electric Customers with Smart Meters	45%	50%	61%

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	2022	2023	2024
Workforce			
Employees by Generation ¹⁰			
Boomer	18.5%	13.4%	11.1%
Gen X	37.1%	36.4%	35.9%
Millennial	38.4%	40.9%	42.4%
Gen Z	6.1%	9.3%	10.6%
Special Interest Groups ¹⁰			
Individuals With Disabilities (IWD)	4.1%	4.1%	4.4%
Protected Veterans	5.1%	7.9%	5.3%
LGBTQ+	0.8%	1.1%	1.3%
Labor Relations			
Employees Represented by a Union	41.7%	43.3%	38.0%
<i>For more cross-sectional workforce data, please refer to our EEO-1 Report</i>			
Hiring			
Internal Hires	34%	48%	36%
External Hires	66%	52%	64%
Military Hires	72	89	32
Turnover			
Employee Exits	856	1,131	699
Employee Turnover	7.1%	10%	5.7%
Employee Voluntary Exits	2.5%	2.4%	2.2%
Employee Involuntary Exits (%)	0.5%	1.3%	.8%
Employee Retirements (%)	4.1%	6.4%	2.7%
Employee Development			
Number of Tracked Hours of Employee Training	554,003	672,530	460,413
Number of Employees Who Received Education Assistance Reimbursement	238	216	166
Amount Distributed for Employee Education Assistance Reimbursement (\$)	\$799,847	\$703,888	\$564,890
Employee Volunteerism			
Hours of Employee Volunteer Time Off (VTO) Used	19,976	20,907	21,416
Employees who Used VTO (%)	17%	22%	19%
Safety Metrics			
Recordable Incident Rate	1.14	1.22	1.17
Lost-Time Case Rate	.46	.50	.60
Days Away, Restricted or Transferred (DART) Rate	.72	.74	.78
Life-Changing Events (LCEs)	0	0	1

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	2022	2023	2024
FirstEnergy Board of Directors			
Total Board of Directors/Trustees	11	10	10
Women on Board of Directors/Trustees	3	4	4
Minorities on Board of Directors/Trustees ¹¹	4	5	5
Percent Diverse	36%	50%	50%
Board Meetings Held	18	11	10
Financials			
Total Revenues (\$M)	\$12,459	\$12,870	\$13,472
Basic Earnings per Share Attributable to FE Corp (GAAP) (\$)	\$0.71	\$1.92	\$1.70
Core Earnings per Share (Non-GAAP) (\$)	\$1.78	\$2.20	\$2.37
Dividends Declared per Common Share	\$1.56	\$1.60	\$1.70

1 MWh purchased is netted against megawatt hours sold for Mon Power.

2 Excludes emissions from natural gas and other fuels used for heating facilities, leakage of refrigerants used for cooling facilities and stagnant piles of coal sitting awaiting use in stationary combustion.

3 Location-based reporting methodology. Excludes emissions from natural gas and other fuels used for heating facilities and leakage of refrigerants use for cooling office facilities.

4 Prior to 2023, we tracked scope 2 data by a location-based total without the granularity noted here. The scope 2 location-based total for 2022 was 874,650.

5 2023 is the first year calculating or reporting number.

6 2023 and 2024 calculations remove emissions related to owned generation.

7 FirstEnergy's operating companies purchase all their electricity from the PJM market for resale to customers. Therefore, the resource mix used to calculate carbon emissions for electricity purchased from a FirstEnergy operating company is effectively the resource mix for the PJM market during the reporting period. For additional information, please visit EEI's customer-based emissions intensity website.

8 Does not include wood.

9 CAIFI numbers exclude major events.

10 Generations' year of birth: Boomer is <1943–1964, Gen X is 1965–1980, Millennial is 1981–1996, Gen Z is 1997 >. Demographic information is based on employee voluntary self-identification. LGBTQ+ is an acronym for lesbian, gay, bisexual, transgender and queer or questioning. Protected Veteran includes employees who self-identify with one or more of the following categories: disabled veteran; recently separated veteran; active duty wartime or campaign badge veteran; or Armed Forces service medal veteran.

11 Includes women and minorities on board.

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Term	Definition
Business Travel	GHG emissions from employee transportation for business-related activities
Coal Combustion Residuals (CCR)	Primarily fly ash, bottom ash and either gypsum or Flue Gas Desulfurization (FGD) Material, depending on the type of scrubber at the station
Company Facility Usage	GHG emissions related to electricity use in company-operated facilities
Customer Average Interruption Duration Index (CAIDI)	Average duration of planned and unplanned interruptions (average restoration time) during the data year
Customer Average Interruption Frequency Index (CAIFI)	Average number of interruptions per customer during the data year
Days Away, Restricted or Transferred (DART) Rate	OSHA-recordable incidents that involve days away from work, days of restricted work activity, and/or days of job transfer in the period per 100 employees - includes work-related injuries or illnesses that result in at least one day of lost time, transfer or restriction excluding the days of injury
Diverse Suppliers	Suppliers who have at least 51% of their ownership in one or more of the diversity categories recognized by FirstEnergy (minority, women, veteran, service disabled, HUBZone or LGBTQ).
Electric Distribution Deliveries	Amount of energy delivered to end customers
FirstEnergy Foundation	Spend from FirstEnergy Foundation grants and Matching Gifts only (excludes corporate charitable giving)
Fuel and Energy-Related Activities	GHG emissions from extraction, production and transportation of fuels and energy purchased or acquired (not already accounted for in Scope 1 or Scope 2)
Fugitive Emission (SF₆)	Sulfur hexafluoride gas that escapes from FirstEnergy owned equipment due to leaks or equipment malfunctions
Generation Fresh Surface Water Withdrawals	Rate of water withdrawn from surface bodies like rivers, lakes and streams to be used in only generation facilities (Fort Martin and Harrison)
Hazardous Waste Disposed	Waste designated by state and federal RCRA regulations as hazardous that is disposed of according to appropriate regulations
Life-Changing Events	Includes life-threatening work-related injuries or illnesses that required immediate life-preserving rescue action, and if not applied immediately would likely have resulted in the death of that person; life-altering work-related injuries or illnesses that resulted in a permanent and significant loss of a major body part or organ, or function thereof, that permanently changes or disables that person's normal life activity; and work-related fatalities.
Local-Based Suppliers	Suppliers who are corporately operated within FirstEnergy territory zip codes
Losses related to Transmission and Distribution	GHG emissions due to loss of electricity through distribution or transmission equipment from generations sources to customer locations
Lost-Time Case Rate	Incident resulted in an employee's inability to work the next full workday.
Mobile Sources	GHG emissions from owned vehicles (light-duty, heavy-duty, construction), aircraft fleet, and tugboats
Non-Hazardous Industrial Waste Generated	Generated from industrial processes, such as electric power generation and electric power delivery, that do not include municipal solid waste, Resource Conservation and Recovery Act (RCRA) hazardous waste, Toxic Substances and Control Act (TSCA) regulated Polychlorinated Biphenyls (PCBs) or CCRs
Non-Hazardous Municipal Waste Generated	Generated from office-related activities (i.e. trash or garbage)
Notice of Violations (NOVs) & Environmental Excursions	Measures issues related to air emissions, water discharges or other unauthorized releases from facilities that exceed the allowable limitations, conditions or deadlines established in the facilities' environmental permits and applicable NOVs issued by a federal, state, or local regulatory agency for the violation of an environmental law or regulation

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Term	Definition
Number of Tracked Hours of Employee Training	Tracked training included in human capital management system and third-party systems.
Owned Gross Generation: Megawatt-Hour (MWh)	Total amount of electric energy produced by generating units
Owned Nameplate Generation Capacity: Megawatt (MW)	Maximum rated output of an electric power production equipment under specific conditions designated by the manufacturer
Owned Net Generation (MWh)	Gross generation minus the electrical energy consumed at the generating station(s) for station service or auxiliaries
Percent CCR Recycled	Amount of CCR that is beneficially reused
Purchased Goods / Services and Capital goods	GHG emissions from extraction, production and transportation of goods and services, including capital goods
Purchased Net Generation (MWh)	MWh purchased for re-sale to customers (netted against megawatt hours sold for Mon Power)
Recordable Incident Rate	Recordable injury or illness resulting from any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid or loss of consciousness
Scope 1 GHG Emissions	Direct GHG from sources owned or controlled by an entity
Scope 2 GHG Emissions	Indirect emissions associated with purchased electricity consumed FirstEnergy and energy lost as it is transmitted through our network
Scope 2 Location-Based Method	Use regional default emission rates in calculation
Scope 3	GHG emissions associated with purchased power for resale to end-use customers, purchased goods and services, field and energy, waste, business travel and employee commuting
Stationary Combustion	GHG emissions from FirstEnergy's coal combustion plants
System Average Interruption Duration Index (SAIDI)	Average duration of planned and unplanned system interruptions per utility customer served during the data year
System Average Interruption Frequency Index (SAIFI)	Average number of interruptions that a customer would experience during the data year
Tier 1 Supplier	A company that contracts directly with FirstEnergy to provide goods and services
Tier 2 Supplier	A company that provides products or services to a Tier 1 Supplier (then used to support their contracting directly with FirstEnergy)
Total Water Withdrawals	Rate of water withdrawn from surface bodies like rivers, lakes and streams to be used in all facilities (East Lake, Fort Martin and Harrison)
Transmission Outage Frequency (TOF)	Measures the transmission line frequency of outages (total number of transmission circuit outages divided by average number of circuits) on 100kV to 500kV circuits after adjustment for major events (Six Sigma). Transmission circuit outages are defined as any loss of flow, momentary or sustained, that is a result of an automatic switching operation. Scheduled outages, emergency forced outages, and operational outages are excluded from the calculation.
Waste Emissions	GHG emissions from disposal and treatment of waste generated in the reporting company's operations
Water Consumption	Water withdrawn and used at generation facilities (including evaporation)
Water Discharges	Rate of water discharged back to native stream (returned water from the withdrawal process and not consumed for use of generation facilities)

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Reporting Standards

Practicing responsible business requires that we be responsive to external stakeholders' guidance and expectations regarding performance and transparency. We are working toward aligning our environmental, social and governance disclosures with leading reporting initiatives, such as the Sustainability Accounting Standards Board (SASB), Taskforce on Climate-related Financial Disclosures (TCFD) and Edison Electric Institute (EEI) Template.

Corporate Responsibility Disclosures

- [CR Data Table](#)
- [2022 Climate Report](#)
- [2024 Corporate Responsibility Report](#)
- [2023 Corporate Responsibility Report](#)
- [2022 Corporate Responsibility Report](#)

Standards and Frameworks

- [EEO-1 Report](#)
- [SASB](#)
- [TCFD](#)
- [EEI Template](#)
- [2023 CDP Climate Report](#)
- [2023 CDP Water Report](#)

Corporate Policies

- [Biodiversity Commitment](#)
- [Conflict of Interest Practice](#)
- [Environmental Justice Policy](#)
- [Environmental Policy](#)
- [Human Rights Practice](#)
- [Public and Political Engagement Policy](#)
- [The Power of Collaboration: Supplier Code of Conduct](#)
- [The Power of Integrity: Code of Conduct](#)

Internal Policies

These policies are available to employees but not shared publicly.

- [Anti-bribery Anti-corruption Practice](#)
- [Employee Travel and Expense Practice](#)
- [Gifts and Business Courtesies Practice](#)
- [Insider Trading Practice](#)
- [Social Media Policy](#)

For more information on corporate governance, visit the [Corporate Governance](#) page.

For more information on financial results, visit the [Investor Relations](#) page.

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Forward-Looking Statements: This report includes forward-looking statements based on information currently available to management and unless the context requires otherwise, references to “we,” “us,” “our” and “FirstEnergy” refers to FirstEnergy Corp. and its subsidiaries. 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 potential liabilities, increased costs and unanticipated developments resulting from government investigations and agreements, including those associated with compliance with or failure to comply with the Deferred Prosecution Agreement entered into July 21, 2021 and settlements with the U.S. Attorney’s Office for the Southern District of Ohio and the Securities and Exchange Commission (“SEC”); the risks and uncertainties associated with government investigations and audits regarding Ohio House Bill 6, as passed by Ohio’s 133rd General Assembly (“HB 6”) and related matters, including potential adverse impacts on federal or state regulatory matters, including, but not limited to, matters relating to rates; the risks and uncertainties associated with litigation, arbitration, mediation and similar proceedings, particularly regarding HB 6 related matters; changes in national and regional economic conditions, including recession, volatile interest rates, inflationary pressure, supply chain disruptions, higher fuel costs, and workforce impacts, affecting us and/or our customers and those vendors with which we do business; variations in weather, such as mild seasonal weather variations and severe weather conditions (including events caused, or exacerbated, by climate change, such as wildfires, hurricanes, flooding, droughts, high wind events and extreme heat events) and other natural disasters, which may result in increased storm restoration expenses or material liability and negatively affect future operating results; the potential liabilities and increased costs arising from regulatory actions or outcomes in response to severe weather conditions and other natural disasters; legislative and regulatory developments, and executive orders, including, but not limited to, matters related to rates, energy regulatory policies, compliance and enforcement activity, cyber security, climate change, and diversity, equity and inclusion; 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, including the increasing number of financial institutions evaluating the impact of climate change on their investment decisions, and the loss of FirstEnergy Corp.’s status as a well-known seasoned issuer; the risks associated with physical attacks, such as acts of war, terrorism, sabotage or other acts of violence, and cyber-attacks and other disruptions to our, or our vendors’, information technology system, which may compromise our operations, and data security breaches of sensitive data, intellectual property and proprietary or personally identifiable information; the ability to accomplish or realize anticipated benefits through establishing a culture of continuous improvement and our other strategic and financial goals, including, but not limited to, executing Energize365, our transmission and distribution investment plan, executing on our rate filing strategy, controlling costs, improving credit metrics, maintaining investment grade ratings, strengthening our balance sheet and growing earnings; changing market conditions affecting the measurement of certain liabilities and the value of assets held in our pension trusts may negatively impact our forecasted growth rate, results of operations and may also cause it to make contributions to its pension sooner or in amounts that are larger than currently anticipated; changes in assumptions regarding factors such as economic conditions within our territories, the reliability of our transmission and distribution system, our generation resource planning in West Virginia, or the availability of capital or other resources supporting identified transmission and distribution investment opportunities; human capital management challenges, including among other things, attracting and retaining appropriately trained and qualified employees and labor disruptions by our unionized workforce; mitigating exposure for remedial activities associated with retired and formerly owned electric generation assets, including those sites impacted by the legacy coal combustion residual rules that were finalized during 2024, and the Environmental Protection Agency’s reconsideration of such rule; changes to environmental laws and regulations, including, but not limited to, federal and state rules related to climate change, and potential changes to such laws and regulations as a result of the U.S. presidential administration; changes in customers’ demand for power, including, but not limited to, economic conditions, the impact of climate change, emerging technology, particularly with respect to electrification, energy storage and distributed sources of generation; future actions taken by credit rating agencies that could negatively affect either our access to or terms of financing or our financial condition and liquidity; the potential of non-compliance with debt covenants in our credit facilities; the ability to comply with applicable reliability standards and energy efficiency and peak demand reduction mandates; changes to significant accounting policies; any changes in tax laws or regulations, including, but not limited to, the Inflation Reduction Act of 2022, or adverse tax audit results or rulings and potential changes to such laws and regulations as a result of the new U.S. presidential administration; the ability to meet our publicly-disclosed goals relating to climate-related matters, opportunities, improvements, and efficiencies, including FirstEnergy’s Greenhouse gas reduction goals’ and the risks and other factors discussed from time to time in FirstEnergy Corp.’s SEC filings.

Dividends declared from time to time on FirstEnergy Corp.’s common stock during any period may in the aggregate vary from prior periods due to circumstances considered by the FirstEnergy Corp. Board 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 FirstEnergy Corp.’s Form 10-K, Form 10-Q and in other filings with the SEC. 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 FirstEnergy Corp.’s 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. FirstEnergy Corp. expressly disclaims any obligation to update or revise, except as required by law, any forward-looking statements contained herein or in the information incorporated by reference as a result of new information, future events or otherwise.