

# Communication Tools for Utility Customers

*Power in the palm of your hand*

FirstEnergy's new communication tools provide customers with simple and convenient ways to get the most current information related to their electric service, using the mediums they prefer.

## Alerts offer important notifications related to power outages or bills

Customers can sign up to receive automated emails or text messages to stay informed on topics including:

- Restoration updates in the event of an extended power outage
- Notifications of expected power interruptions for scheduled service reliability work
- Severe weather alerts in advance of storms
- Billing reminders, including new bill available, payment due, payment posted or no payment received
- Reminders of scheduled meter reading date

## Get personalized account information with two-way text messaging

Using a series of short codes, customers can send text messages to 544487 (LIGHTS) to report a power outage, request a status update on a reported outage, or make billing inquiries from a mobile phone. This customer-initiated tool utilizes the existing text message service on a mobile device.

Short codes and frequently asked questions are available at [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect).

## Mobile website and smartphone app offer on-the-go access to account services

With our mobile-optimized website and smartphone app, customers can easily manage their electric accounts on the go. Features include:

- Easy outage reporting and access to the mobile-optimized 24/7 Power Center outage maps
- Secure management of a customer's electric account
- A click-to-call feature to reach our contact centers
- Access to our full website

Customers will automatically connect to the mobile website when using a smartphone to visit [www.firstenergycorp.com](http://www.firstenergycorp.com) or any of the operating company websites. The apps for our 10 electric operating companies are available for Apple® iPhone® and Android™ smartphones. Use the keyword "FirstEnergy" or search for your utility by name.

## Enhanced 24/7 Power Center provides the most current outage information

Our enhanced 24/7 Power Center outage maps, available at [www.firstenergycorp.com/outages](http://www.firstenergycorp.com/outages), now display individual outage locations with best-available estimated restoration times, as well as the possible cause of the service disruption.

In addition, customers can receive a status update on a reported outage by logging into their accounts on the full or mobile website. Information about other outage activity in the customer's area also will be displayed.

## Connect with FirstEnergy on social media

Stay connected with FirstEnergy and our 10 operating companies on Twitter, Facebook, LinkedIn, YouTube and Flickr. Visit [www.firstenergycorp.com](http://www.firstenergycorp.com) for a list of social media accounts.

Visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect) for more information and to enroll in alerts or text messaging.