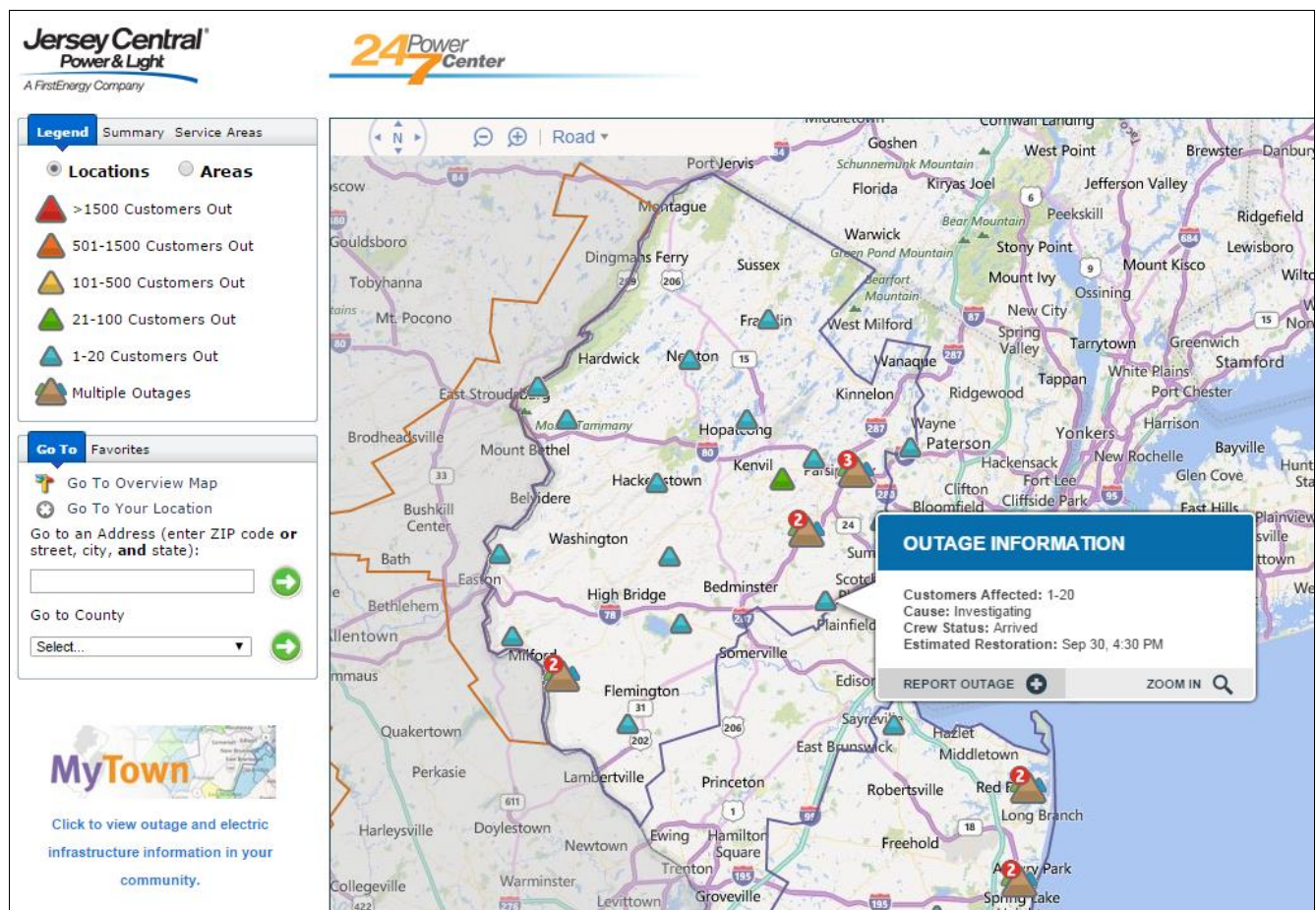


24/7 Power Center and MyTown Municipal Web Pages

Outage communication tools feature local information for customers

Our **24/7 Power Center** online outage map, available at www.jcp-l.com, displays individual outage locations with best-available estimated restoration time, the possible cause of the service disruption and crew status.

During major storm events or other emergencies, the outage map features a prominent alert with links to outage-related news, safety tips and additional information such as water and ice distribution locations.



In addition, **MyTown**, available at www.jcp-l.com/mytown, connects customers, local officials and media to dedicated web pages for each municipality served by JCP&L. The pages provide a summary of current outages, a snapshot of each community's electric infrastructure and links to other important information.

This web-based information complements JCP&L's industry-leading portfolio of communication tools that are designed to help customers access the important information they need during a power outage. Introduced in 2013, the tools include text and email alert notifications, interactive text messaging, personal outage information in customer online accounts, a mobile website and a smartphone app.