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Congress of the United States
House of Representatives
Washington, DC 20515

August 18, 2020

Mr. Charles E. Jones, Jr.
President & Chief Executive Officer
FirstEnergy
76 South Main Street
Akron, Ohio 44308

Mr. James V. Fakult
President
Jersey Central Power & Light
331 Newman Springs Road, Building 3
Red Bank, New Jersey 07701

Dear Mr. Jones and Mr. Fakult:

I write to strongly urge Jersey Central Power and Light (JCP&L), a subsidiary of FirstEnergy Corporation, to reimburse its customers for lost food and medications as a result of widespread and prolonged power outages in the aftermath of Tropical Storm Isaias.

According to recent reports, JCP&L is refusing to reimburse customers for lost food and medications associated with the unacceptable multi-day outages stemming from the August 4 storm that left 1.4 million New Jerseyans in the dark. As a result of JCP&L management failures, thousands of its customers were without power for over 72 hours and did not receive timely or meaningful communication regarding the restoration progress. In response to press inquiries, Mr. Fakult stated, "we do not reimburse for loss (*sic*) food or for damages related to an act of nature, an act of God, like the storm was" and "Unfortunately, people do lose a lot of money." These recent statements are further proof that you continue to fail to recognize your responsibility under federal and state law and to ratepayers for providing adequate and reliable service, including anticipating network outages, investing properly to prevent them, and responding effectively to swiftly restore power.

I strongly urge JCP&L to take responsibility and follow the lead of other utility providers which are reimbursing customers for lost food and medications in the aftermath of Tropical Storm Isaias. JCP&L appears to have taken far longer to restore service to far more people than other utilities in the state; it is completely reasonable to reimburse customers for loss due to the unreasonable amount of time your company took to restore power. Unfortunately, your failure to do the right thing during this difficult time for your customers is consistent with other shortcomings your company has with reliability and communication. It is time for this to stop and for your focus to turn to furnishing adequate service to your customers, not just profit for your shareholders.

I look forward to your prompt reply.

Sincerely,



FRANK PALLONE, JR.
Member of Congress