

A notice to customers who use electrically operated

LIFE-SUPPORT EQUIPMENT

If any member of your household depends on electrically operated life-support equipment, please let us know by calling 1-800-662-3115. Jersey Central Power & Light (JCP&L) will send you a form that must be completed and signed by your physician every year to verify that you have lifesupport.

When we receive your completed form, we will add your name to our critical care list. The list will be used during a power outage to contact all critical care customers by telephone if the outage may affect their electric service for more than 24 hours.

In addition, the list will be provided to county and municipal Offices of Emergency Management.

There is no charge for this service. It's also important that life-support customers have a contingency plan, such as a battery backup.

If you have any questions about our Critical Customer Care Program, or to sign up, please call 1-800-662-3115.

<https://www.firstenergycorp.com/content/dam/customer/billinserts/9045-NJWellWater-CriticalCare0319.pdf>

Attention customers who rely on

ELECTRICALLY OPERATED PRIVATE WELLS FOR WATER

Does your home or business depend on an electrically operated private well for water? JCP&L maintains a list of customers with private wells. These customers are contacted by telephone if a power outage is expected to affect their electric service for more than 24 hours – in which case, they'll be advised of locations where water and ice are available. In addition, the list is provided to county and municipal Offices of Emergency Management.

There is no charge for this service. To join JCP&L's Private Well Customer Service, please check here, complete the form on the back of this insert, and mail it along with your monthly bill payment.

If you no longer wish to participate in this service, or if you no longer have a private well, please complete the form (see link below), and mail it to us.

Customers who have previously signed up for this service are already on this list and do not need to contact us again.

Customers viewing this information online who want to participate in this service should print the form (see link below), complete the form and mail it to:

JCP&L Private Well Customer Service

PO BOX 367

Holmdel, NJ 07733-0367

Attention: Revenue Operations

<https://www.firstenergycorp.com/content/dam/customer/billinserts/9045-NJWellWater-CriticalCare0319.pdf>